JUNCTION CITY/GRANDVIEW PLAZA
FIXED ROUTE FEASIBILITY STUDY

FINAL REPORT

Submitted to

Flint Hills Area Transportation Agency

by

Kansas University Transportation Research Center

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ACKNOWLEDGMENTS

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FLINT HILLS AREA TRANSPORTATION AGENCY

Anne Smith, Executive Director
Kevin Riley, Operations Manager
Diane Lindsey, Office Manager/HR Coordinator

PROJECT STUDY TEAM

Pat Weaver, Project Director
Clifton Hall, Graduate Research Assistant
Caitlin Zibers, Graduate Research Assistant

PROJECT ADVISORY COMMITTEE

Cindy Carlyon, Human Resources
Junction City Wire Harness

Cory Davis, Public Transportation Planner,
KDOT Office of Public Transportation

Rose Dean, Site Director
Advanced Call Center Technologies

Allen Dinkel, City Manager
City of Junction City

Brenda Edleston, Dean
Cloud County Community College

Tim Greiner, Director of Facilities and Maintenance
Planning, Footlocker

Susan Jagerson, Economic Development Specialist
Junction City Area Chamber of Commerce

John Matta, Vice President, Logistics
Footlocker

Gregory McCaffery, Assistant City Manager
City of Junction City

Miriam Melendez, HR Coordinator
Armour Eckrich

Todd Sliski. VP and General Manager
Junction City Wire Harness

Russell Swisher, Principal
St. Xavier Catholic School

Mike Treichler, General Manager
Dillons

Stephanie Watts, Transportation Planner
Flint Hills Metropolitan Planning Organization

Florence Whitebread, County Commissioner
Geary County

Dr. Corbin Witt, Superintendent
Geary County Schools USD 475

Stephanie Watts, Transportation Planner
Flint Hills Metropolitan Planning Organization

Lee Wolf, CEO
Konza Prairie Community Health and Dental Center

Dave Yearout, Zoning Administrator
City of Junction City

Janet Young, City Clerk
City of Grandview Plaza

JUNCTION CITY/GRANDVIEW PLAZA FIXED ROUTE FEASIBILITY STUDY

EXECUTIVE SUMMARY

INTRODUCTION

The following study examines the feasibility of fixed route transit service in Junction City and Grandview Plaza, Kansas. The combined communities consist of approximately 25,000 people and are situated in Geary County, the north central area of Kansas. The town is unique in its proximity to Fort Riley, an active duty military base, Interstate 70 and Kansas State University in nearby Manhattan, Kansas. The study area consisted of approximately 14 square miles, including the city limits for Junction City and Grandview Plaza, as well as the connecting intercity transit service which links Junction City to Manhattan.

Flint Hills Area Transportation Agency (ATA) has been operating the existing demand-response transit service in Junction City and Grandview Plaza for the last four years. The ridership of this system has steadily increased over those four years. The vision for ATA services is to provide the tri-county region with a unified and seamless system that enables people to move easily across the region.

This report is in response to the interest in providing fixed route transit services and complementary paratransit services and provide technical assistance to Flint hills Area Transportation Agency. The feasibility study will cover demographic analyses, particularly surrounding transit dependent populations in Junction City to better determine existing use and predict future use. This report will also detail a transit needs analysis, community and employer input, a preliminary route design, and a financial analysis using peer systems.

APPROACH TO THE STUDY

The study began with an analysis of demographics in Junction City and Grandview Plaza using data from the U.S. Census Bureau and ArcMap™, a component of Esri's ArcGIS suite of geospatial processing software, to produce maps and overlays of the different demographics within city limits. This was later used in the creation of route designs, which continued the use of ArcMap™ to create routes that would be within walkable distances for the majority of the population. The routes were then given timetables that were tested in person via automobile.

The two surveys conducted, for employers and the community, used a web based survey generator called SurveyMonkey™ which allowed the survey to be distributed online via email and social media outlets and ads. Additionally, printed copies of the survey were used to collect responses, as well as phone based surveys. SurveyMonkey™ also aided in the analysis of the data collected. An advisory committee was also

formed of a range of community stakeholders and met at the onset of the study to lend direction and guidance to the study.

The next step in the study was to forecast fixed route transit demand, using a tool from the Transit Cooperative Research Program that was released in *Report 161.* (Vanasse Hangen Brustlin, Inc., 2013) This tool uses primary data from the US Census Bureau, as well as data from comparably-sized, peer systems from the Rural National Transportation Database to produce equations that project the amount of ridership and other service measures a given system will see in the future.

Once demand was quantified, a series of iterations of route design were tested to meet desired parameters of maximizing population within a quarter mile buffer (on each side of the route), serving most desired origins and destinations as identified by a community and employer survey as well as utilizing a plot of existing demand response service in Junction City and Grandview Plaza, and meeting industry-standard route design standards as explained in Chapter 6.

Finally, financial estimates were created using the City-Wide route and University Crossing in Manhattan, Kansas as the most accurate comparison within regional data for complementary paratransit and fixed-route services. The number of peak hours, off-peak headway hours, number of annual weekdays, weekend hours, weekend days and weekend headways hours were used to create formulas which produced the final estimates.

FINDINGS

The demographic analysis of Junction City and Grandview Plaza identified that, while the cities on average have a lower population density than would normally support transit, there are specific neighborhoods within the cities that have densities well above what would be needed to create a feasible, well-utilized transit system. This was further overlaid with identified transit dependent populations, such as those without access to a private vehicle, those with members in the household over the age of 65, and people with disabilities to create a distinct visual of where transit would be most effective.

In addition to transit demand modeling, American Community Survey data were collected and analyzed, finding that 79 percent of workers currently commute to work in a single occupancy vehicle, with 12 percent carpooling. This analysis of employee commute patterns was used to create an illustration of general direction and density of travel, which helped to define key corridors of travel. The demand estimate was then produced in part, on these travel behaviors. Another method of employer inclusion in the study was the use of a survey that collected responses from 34 employers which represented approximately 3,400 employees (approximately 26 percent of the total workforce). From this survey, shift times were identified generally as the standard 8 a.m. to 5 p.m. shift, with larger variations in second, and third shifts. Also, some existing transit usage of employees was indicated, with the 47 percent of employers who responded saying that they have employees that use transit, primarily ATA demand response (86 percent). 66 percent of employers also responded that not having access to a reliable vehicle is a reason for employee tardiness or absenteeism. Similarly, employers responded that an increase in transit coverage (83 percent) and more frequent service (75 percent) would increase the number of employees that would use transit. Overall, 64 percent of employers believe that if given the opportunity, employees would be interested in using fixed-route services.

Online and printed surveys of the community also were conducted, with a total of 261 responses. 83 percent of respondents indicated that it was likely, or very likely, that they would use fixed-route services; 61 percent of those who did not anticipate using the services nonetheless supported the development of services. Seniors in particular supported the development of fixed-route services (91 percent) as did families who have a member stationed at Fort Riley (93 percent). This survey also provided information on preferred timeframes, important locations for bus stops, and an average amount respondents would be willing to pay.

Based on the information gathered, a forecast for transit demand was created which defined transit needs based on peer systems in Kansas. The peer systems used for this analysis were from Reno County, Finney County and the City of Salina. The peer system service analysis examined the fixed route demand, small city fixed-route demand and demand response demand. This analysis projected annual average demand for transit trips to be approximately 15,000 demand response trips, with fixed-route demand estimated at 76,000 rides. These data provided the basis for formulating potential routes, timetables and financial estimates to meet this demand. From this alternatives for service times and costs were produced. After further direction from the advisory committee, the fifth alternative was created and has all three routes operating a total of 13 hours per weekday, with no initial service on the weekend. This alternative allows for weekend service to be included incrementally at a later date, and includes an additional five days of full weekday service for special promotional fare free days. The estimated yearly cost for Alternative 5 is $403,302 and demonstrates the greatest cost savings of all the alternatives produced.

The cost estimates to provide a three-route fixed-route service with complementary paratransit service is estimated to range from approximately $403,302 to $479,000 per year based on hourly variations.

NEXT STEPS

This report serves as a feasibility study, which should be followed with a more detailed operations plan. The operational planning should include a detailed plan of routes and specific designation of bus stops. Retiming the routes based on the designation of actual bus stops along the route, as the bus stops suggested here in the feasibility report are conceptual. This should also include developing a plan for bus stop signs and benches at specific stops, and a vehicle maintenance plan. In conjunction with the operational plan, an ADA plan will be developed to support the complementary paratransit service, modeled after Flint Hills ATA existing ADA plan (see Appendix 1). Finally, a marketing plan will provide the design for route maps and rider guides, and a media campaign for new service implemented prior to the start of services.

CONCLUSION

Based on the findings of this study, fixed-route service is recommended for key areas of Junction City and Grandview Plaza. By centering the system on transit dependent demographics, nodes of activity and corridors that already receive high traffic, a fixed route system is feasible for Junction City/Grandview Plaza. Additionally, by integrating it into the larger fabric of the tri-county regional transit system, access and connectivity would greatly increase across the region.

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JUNCTION CITY/GRANDVIEW PLAZA FEASIBILITY STUDY

CHAPTER 1 INTRODUCTION

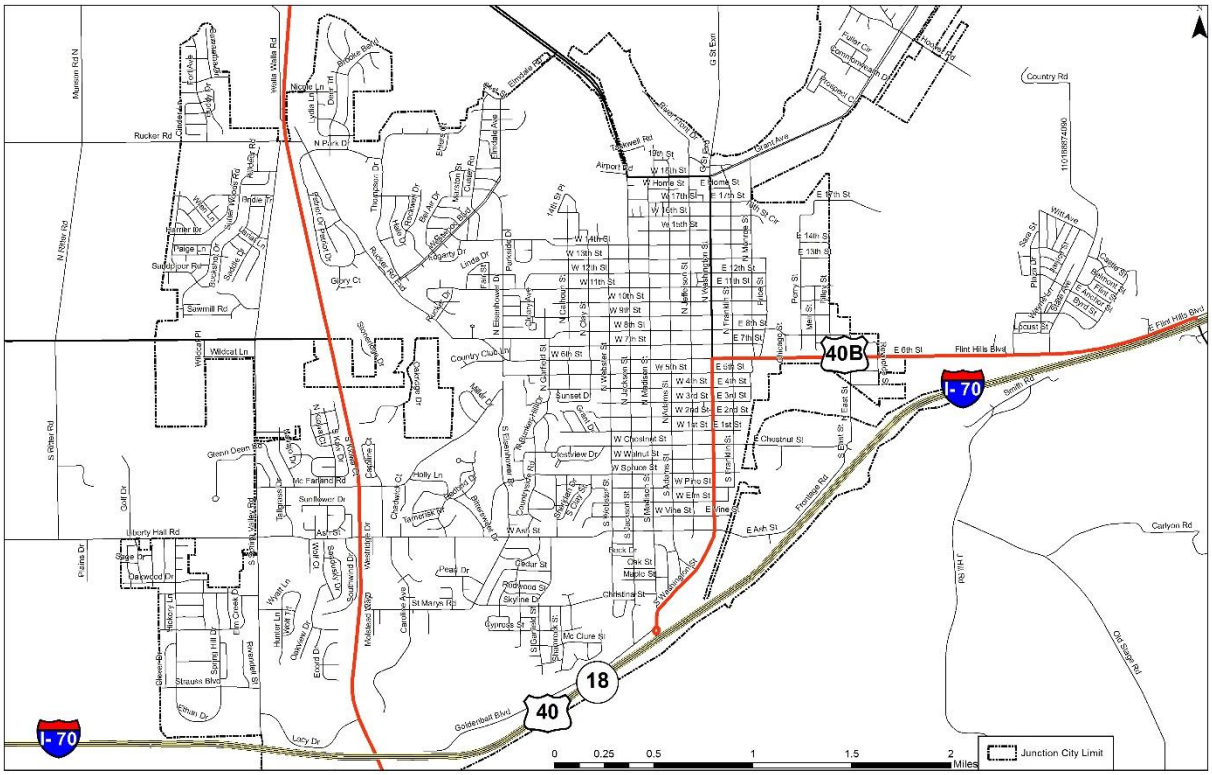
Junction City (coupled with its neighbor Grandview Plaza) is a community of approximately 25,000 people in north central Kansas. Located directly southwest of Fort Riley, an active duty US Army base, Junction City and Grandview Plaza are ethnically diverse communities with the small-town charm of the heartland.

Flint Hills Area Transportation Agency (ATA) has been operating demand-response transit service in Junction City and Grandview Plaza in Geary County since 2011. The community has been supportive of the system's work in the cities, both in attitude and in increasing utilization and ridership of the system. Junction City is very similar to Garden City, KS, in size and community makeup. Junction City also has unique characteristics, namely the presence of a military base at Fort Riley. The vision for all of the services that ATA provides across the tri-county region is to seamlessly tie into one another so that the user can easily access services to travel across the region.

The purpose of this report is to provide technical assistance to Flint Hills Area Transportation Agency to determine the feasibility of providing fixed route transit services and complementary paratransit service to meet mobility needs in Geary County, Kansas, specifically in Junction City and Grandview Plaza. The feasibility study will include an analysis of the demographic characteristics of Junction City and Grandview Plaza to identify transit dependent populations likely to use transit services, to identify patterns of existing service and usage by Junction City and Grandview Plaza residents of their demand-response services, to estimate demand for fixed-route service and to develop at least two route alternatives and associated capital and operating cost projections. This report represents the transit needs analysis. This analysis provides information to local stakeholders to determine in general whether fixed-route service is feasible, and to provide preliminary guidance on overall route design. The findings of this report will support additional input from stakeholders to determine whether fixed-route service should be pursued and, if so, develop of a more detailed plan including route design, bus stops and specific transfer locations, and a financial analysis.

The study area for this analysis includes the city limits of Junction City and Grandview Plaza, located in Geary County, Kansas, including transit connections to intercity transit service connecting Junction City to Manhattan and Junction City/Grandview Plaza to the intercity bus network. The study area represents a total of approximately 14 square miles, with I-70 running along its southern boundary. Fort Riley lies along its northeast boundary, with three access gates: Henry Gate at Exit 301 from Interstate Highway 70 is Fort Riley's main gate and is open 24 hours daily. Trooper Gate on the southwest side of Fort Riley from Junction City via Washington Street is open 24 hours daily. Grant Gate on the south side of Fort Riley from Junction City via Grant Ave. is open from 5 a.m. to 7 p.m. Monday through Friday and from 8 a.m. to 5 p.m. on Saturday. Figure 1 provides a map of the target study area.

FIGURE 1 JUNCTION CITY/GRANDVIEW PLAZA TARGET STUDY AREA



CHAPTER 2 DEMOGRAPHIC ANALYSIS

POPULATION DENSITY

Public transportation services provide a number of benefits to access in the community. It provides mobility to individuals who are unable to drive or who do not have access to a private vehicle. It also provides choice of different transportation modes to the whole community, which allows commuters to transport themselves economically, it benefits public health, and improves the environment by reducing automobile congestion and emissions.

Fixed route transportation services require a certain level of population density in the target service area to trigger an advantage of transferring from demand response to fixed-route service. While not the only factor, density of households, employment and other services within an area make the success of fixed-route service much more likely. Research shows that, typically, a minimum of 4.5 households per acre are recommended to sustain fixed-route service. (Transit Capacity and Quality of Service Manual, 2013, pp. 3-20)

Overall household density in Junction City is 1.16 households/acre. (U.S. Bureau of the Census, 2013). However, as shown in Table 1, there are several neighborhoods in Junction City/Grandview Plaza in which the household density exceeds this minimum threshold, ranging from 4.38 to 7.23.

TABLE 1 POPULATION DENSITY PER ACRE IN JUNCTION CITY/GRANDVIEW PLAZA NEIGHBORHOODS

Neighborhood	Household Density per Acre
Eisenhower to Belaire, 14th to City Limit	5.27
Eisenhower to Webster, 8th to 12th	7.05
Webster to Jefferson, 8th to 14th	7.23
Eisenhower to Webster, Spruce to 4th	4.95
Eisenhower to Webster, Ash to Spruce	5.21
Webster to Jefferson, Spruce to 8th	4.38

Source: (U.S. Bureau of the Census American Community Survey, 2011)

SNAPSHOT

Junction City/Grandview Plaza, Kansas

Demographic

- 25,891 total population, a 29 percent increase of since 2000.
- 7.7 percent age 65 and over.
- 811 households with no personal vehicles.
- 2,174 families live in poverty.
- 3,372 civilian veteran population (13 percent). (ACS 2013, 5-year estimate)
- County seat; largest city population in Geary County.

Source: U.S. Census, 2013; and ACS, 2013 5-year estimates.

Built/Natural Environment

- 20 miles southwest of Manhattan, 64 miles west of Topeka on I-70.
- Interstate 70 runs along the southern boundary of the city.
- Incorporated in 1859 - traditional main street, town square and street grid.
- Smoky Hill River runs along the northeast and east side of Junction City, dividing Junction City from Fort Riley and from Grandview Plaza.

Economic

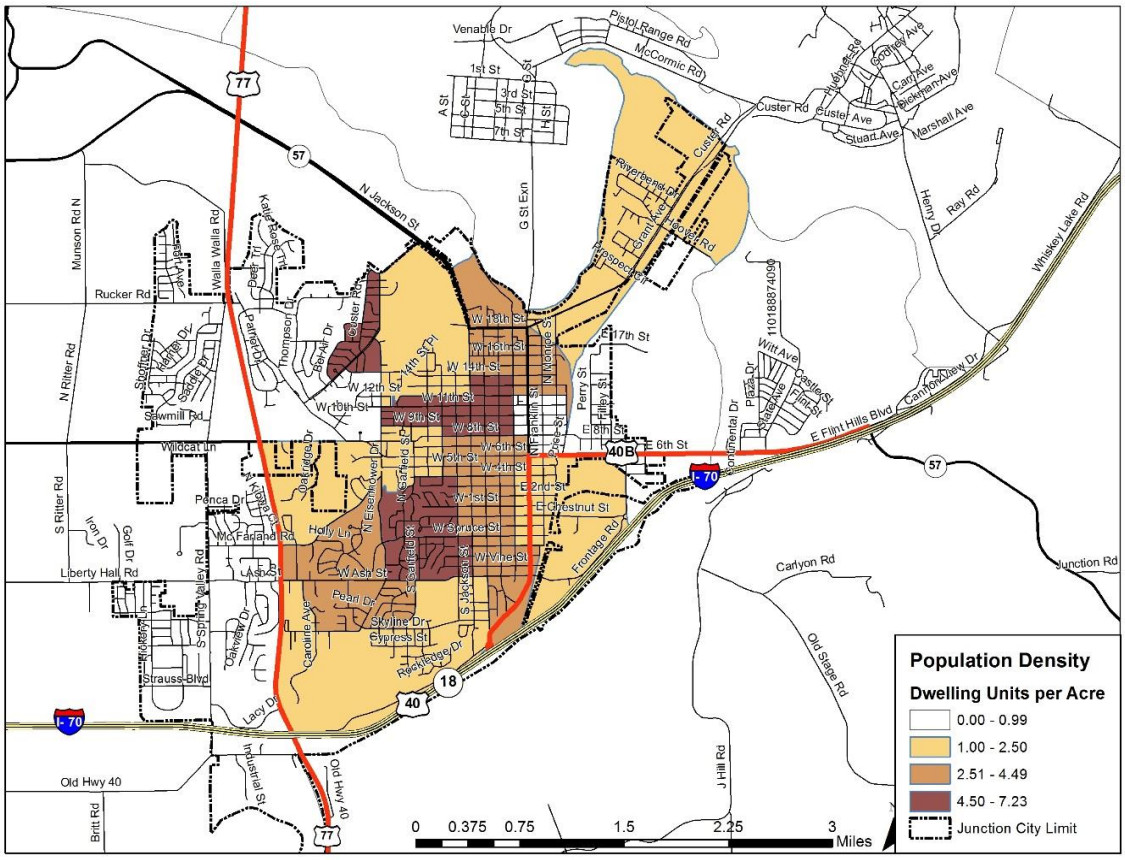
- Adjacent to Fort Riley Military Base. Fort Riley serves nearly 18,553 active duty Service members, over 24,678 Family members, over 3,389 retirees and over 8,337 civilian employees. (Ft. Riley, Kansas, 2015)
- Unemployment rate is 7.8 percent.
- An estimated 13,000 individuals are in the labor force in Junction City.

Health Care Services

- One dialysis center.
- Geary Community Hospital is a 92-bed not-for-profit hospital, including Intensive Care Unit, Surgery Center, Medical/Surgical Unit, MRI and CT Scanner.

Figure 2 provides an illustration of the density of housing units in Junction City and Grandview Plaza, with the most dense neigborhoods (shown in the darkest color) located between 8th and 14th Streets, bordered by Eisenhower and Jefferson; North of 13th bordered by Bel-Air and Eisenhower; and between 4th and Ash bordered by Eisenhower and Jackson, with a range of density of up to 7.2 households per acre.

FIGURE 2 POPULATION DENSITY OF JUNCTION CITY/GRANDVIEW PLAZA



SOURCE: AMERICAN COMMUNITY SURVEY 2011 5-YEAR ESTIMATES

TRANSIT DEPENDENT POPULATION

In addition to household density, there are several demographic characteristics of communities which tend to support higher utilization of public transportation services. Communities with relatively higher populations of people over the age of 65, persons with disabilities, persons in poverty and those without access to a personal vehicle generally support greater utilization of public transportation services. Table 2 provides a summary of general demographic characteristics of Junction City particularly relevant to the development of transit services. Total population of Junction City in 2013 was 24,147, a 27.9 percent increase from 2000. (U.S. Census, 2000 and 2013). Junction City has a smaller than average elderly population (7.7 percent) compared to statewide average of 14 percent. As would be expected due to proximity to Ft. Riley, Junction City has a much higher than average veteran population (14.2 percent) compared to the statewide average of 7.3 percent. The minority population in Junction City (44.6 percent) is significantly higher than the statewide average of 12.9 percent.

TABLE 2 JUNCTION CITY, KANSAS DEMOGRAPHIC SUMMARY

Junction City, Kansas	Base Year 2000	Year 2013	% Year 2000	% Year 2013	% Change
Total Population	18,886	24,147			27.9%
Elderly Population (65+)	909	1,848	4.8%	7.7%	2.8%
Persons with a Disability	3,303	2,390	20.9%	9.9%	-11.0%
Families below Poverty	2,048		10.8%	11.9%	1.1%
0-car Households	792	588		2.4%	
Minority Population	8,343	10,769	44.2%	44.6%	0.4%
Hispanic Population	1,569	3,151	8.3%	13.0%	4.7%
Civilian Veteran Population	3,192	3,417	16.9%	14.2%	-2.8%

Source: Census 2000 and ACS 2013 5-year Estimates

Table 3 provides a similar summary for Grandview Plaza, with 2000 as the base year and current (2013) estimates. Total population in Grandview Plaza in 2013 was 1,744, a 47 percent increase over the base year of 2000. As in Junction City, the elderly population percentage is significantly lower than the state average (8.6 percent). The minority population is significantly higher than the state average (36.7 percent).

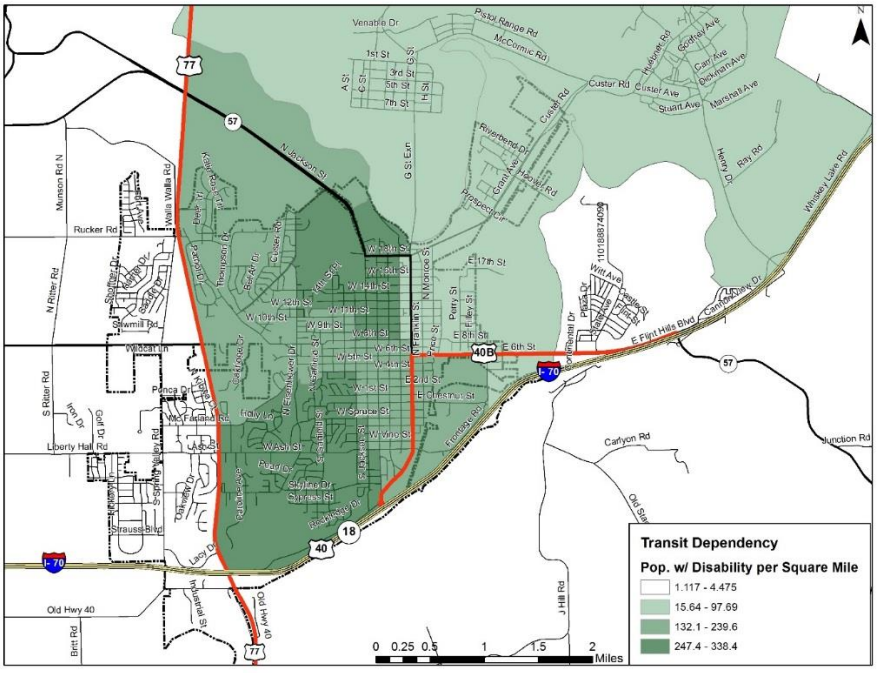
TABLE 3 GRANDVIEW PLAZA, KANSAS DEMOGRAPHIC SUMMARY

Grandview Plaza, Kansas	Base Year 2000	Year 2013	% Year 2000	% Year 2013	% Change
Total Population	1,184	1,744			47.3%
Elderly Population (65+)	36	150	3.0%	8.6%	5.6%
Persons With a Disability	329	243	32.4%	13.9%	-18.5%
Families below Poverty	126		10.6%	8.8%	-1.8%
0-car Households	19	13		0.7%	
Minority Population	282	640	23.8%	36.7%	12.9%
Hispanic Population	72	168	6.1%	9.6%	3.6%
Civilian Veteran Population	180	205	15.2%	11.8%	-3.4%

The maps depicted in Figures 3-5 provide an overview of each of these factors independently. These attributes are displayed for census block groups and tracts in Junction City and Grandview Plaza.

PERSONS WITH DISABILITIES: Figure 3 provides a map of the population density of persons with disabilities. The highest concentration of people with disabilities is in the area northwest of downtown and the residential area in the southwest. The more central part of the city and that in the northwest, east of US-77, contains the remaining 50 percent of tracts with the highest density.

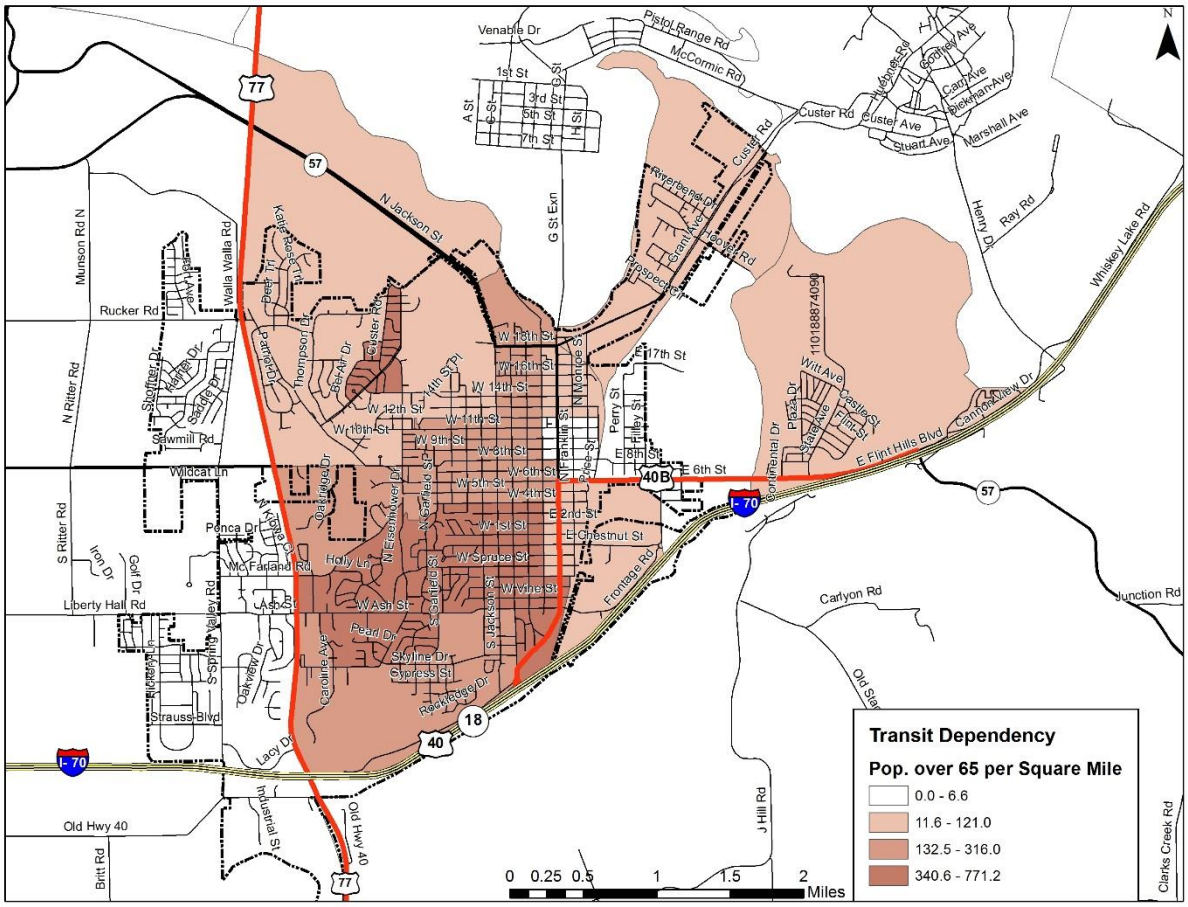
FIGURE 3 POPULATION WITH A DISABILITY BY CENSUS TRACT



Source: American Community Survey 2011 5-Year Estimates

ELDERLY PERSONS (OVER 65). Figure 4 shows distribution of those over 65 years of age in Junction City and Grandview Plaza. The most densely concentrated area of senior citizens also happens to be one of the most densely populated block groups overall, based on household density. There are also several apartment and retirement communities on Ash, east of US Highway 77.

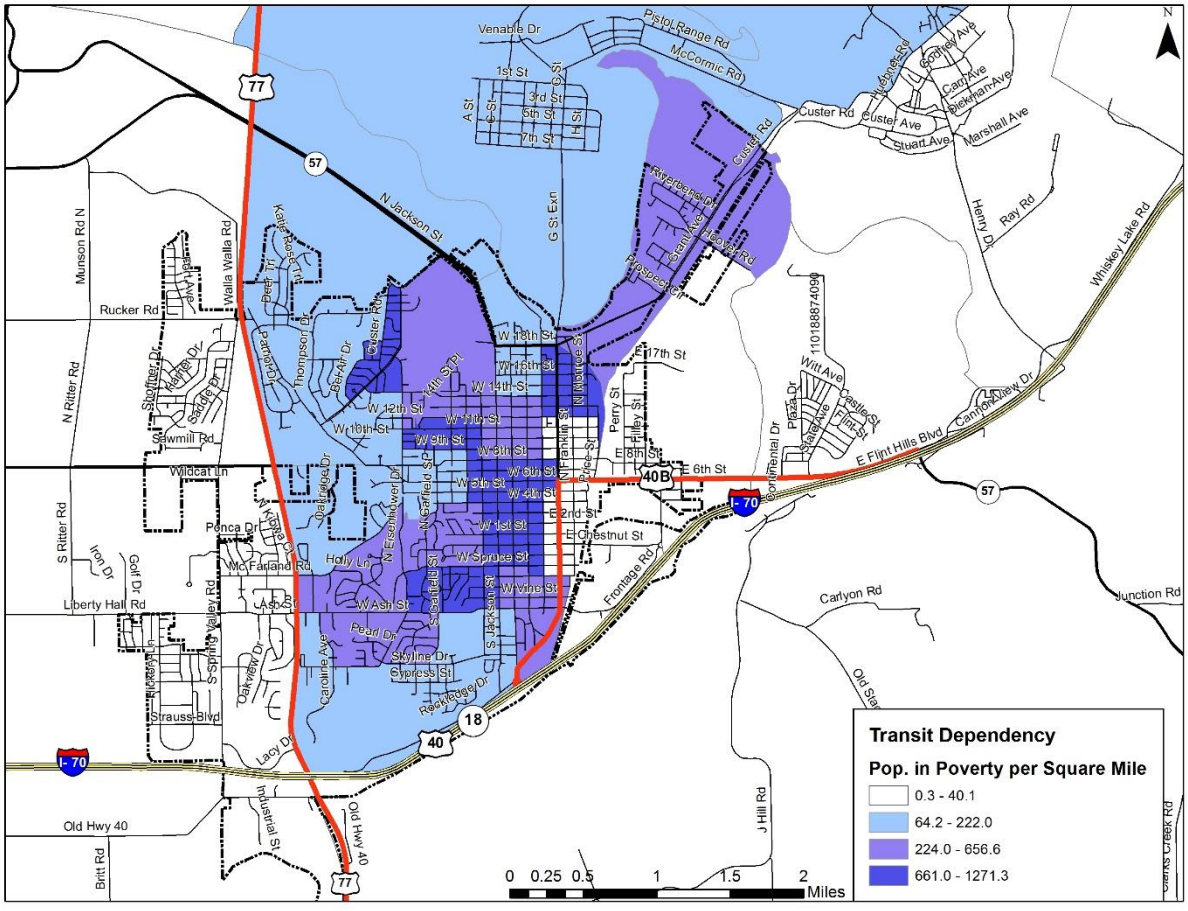
FIGURE 4 ELDERLY POPULATION JUNCTION CITY/GRANDVIEW PLAZA BY CENSUS BLOCK GROUP



Source: American Community Survey 2011 5-Year Estimates

FAMILIES BELOW POVERTY. The total number of families living below poverty in Junction City and Grandview Plaza is 2,174 (2,046 families in Junction City and 126 families in Grandview Plaza). Figure 5 shows the block groups in Junction City and Grandview Plaza based on the number of people living below the poverty line residing there. The highest concentrations are in the central part of the city, the area surrounding Custer Road in the northwest, the area directly north of downtown, and the square bounded by Eisenhower, Spruce, Jackson, and Ash Streets. It is noteworthy that these are smaller block groups, so normalizing the data by area makes the density increase. This is helpful for planning the location of the route, since population density and transit dependent populations typically lead to more feasible, well-utilized routes. Most transit dependent demographics are concentrated in the central part of the city, and align with areas of high population density.

FIGURE 5 POPULATION OF PERSONS IN POVERTY BY CENSUS BLOCK GROUP

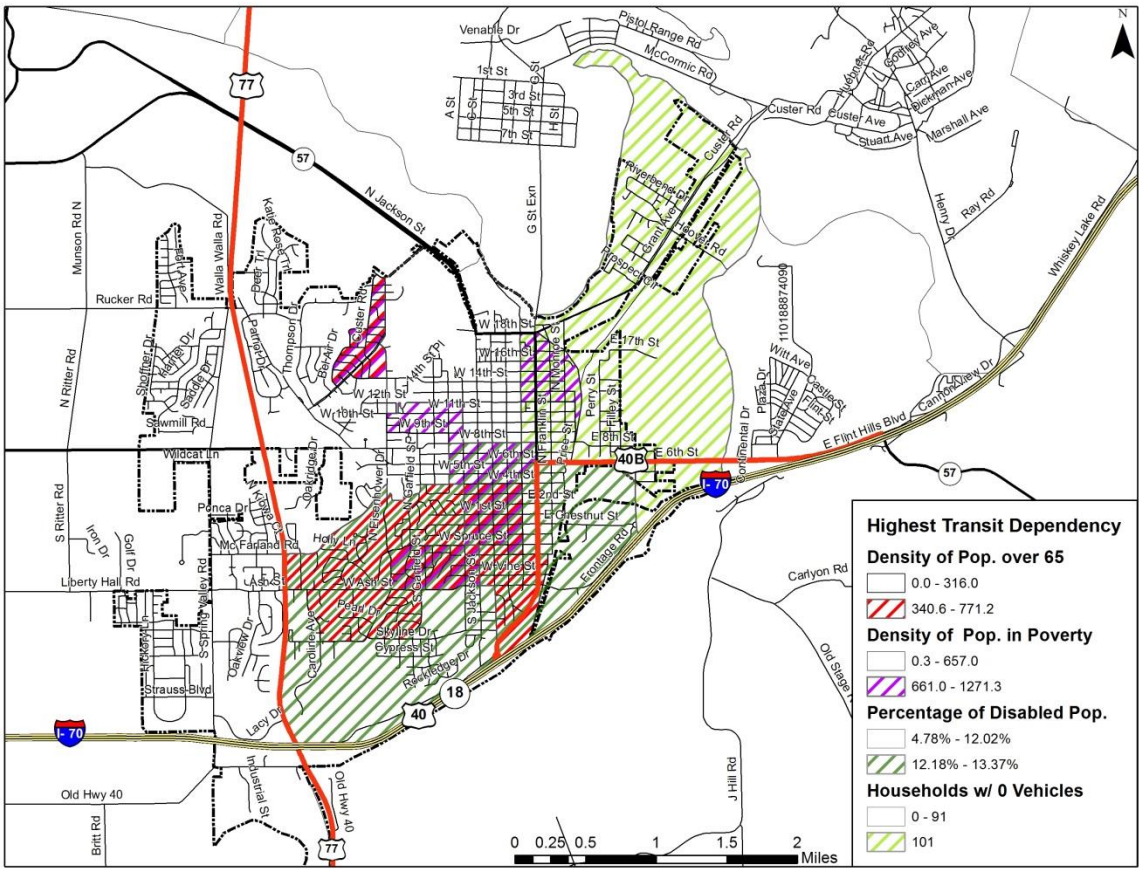


Source: American Community Survey 2011 5-Year Estimates

TRANSIT DEPENDENT DISTRIBUTION SUMMARY

The summary map in Figure 6 shows the highest 20 percent of a given demographic group in the Junction City area, with break-downs of each transit dependent group included. Many of these demographics are dense around the center part of the city in neighborhoods west of Washington. Low vehicle ownership is only a factor in the northeast section of town, but is an area of interest because of high multi-family and manufactured home density as well as access to the Custer gate of Fort Riley.

FIGURE 6 TRANSIT DEPENDENT DENSITY DISTRIBUTION



Source: American Community Survey 2011 5-Year Estimates

CHAPTER 3 ECONOMIC ANALYSIS

MAJOR EMPLOYERS

The largest employer in Junction City is the Unified School District #475 with 1,350 employees throughout the district. As the gateway community to Ft. Riley, the Civilian Personnel Office of the base is the largest employer in the area with 3,543 *civilian* employees reporting to the base. Table 4 provides a list of the top twelve largest employers in the community and type of industry/service.

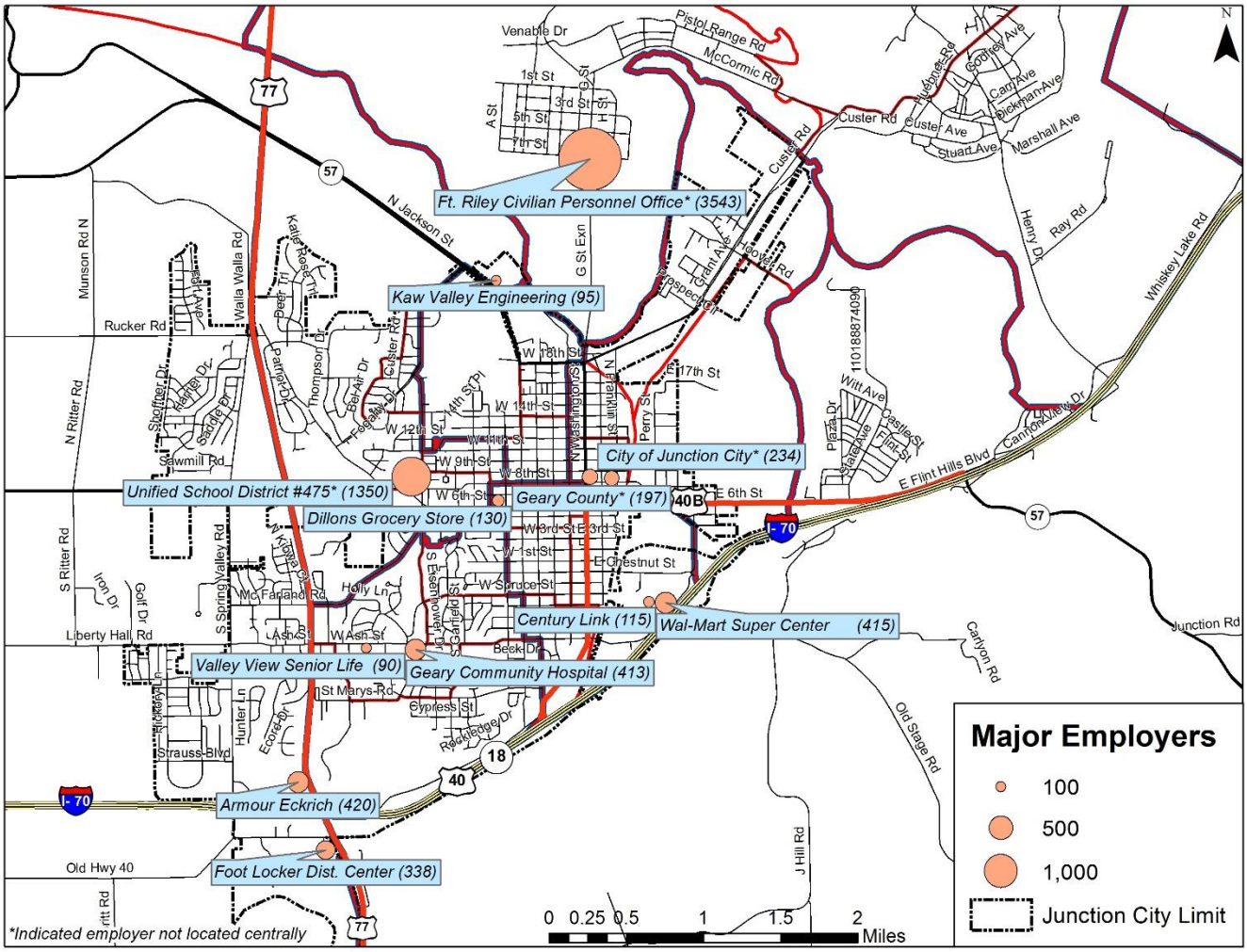
TABLE 4 JUNCTION CITY/GRANDVIEW PLAZA EMPLOYERS

Employer	Number of Employees	Number of Shifts	Location	Employer Type
Civilian Personnel Services (Ft. Riley)	3,543	N/A	Ft. Riley (N/NE)	Government
Unified School District #475	1,350	1	All	Education
Armour Ekrich	420	3	SW	Industrial
Wal-Mart Super Center	415	3	SE	Retail
Geary Community Hospital	413	N/A	SW	Medical
Foot Locker Distribution Center	338	N/A	SW	Industrial
City of Junction City	234	N/A	NE	Government
Geary County	197	N/A	NE	Government
Dillons Grocery Store	130	2	NW	Retail
Century Link	115	1	SE	Commercial
Kaw Valley Engineering	95	1	NW	Commercial
Valley View Senior Life	90	3	SW	Medical
Total	7,340			

Source: (Junction City Area Chamber of Commerce, 2015)

Figure 7 provides a map of the locations of the largest employers. Ft. Riley, the largest of the employers is located on the northeast corner of Junction City, between Junction City and Manhattan. The Unified School District employs individuals throughout the community at its central office, high school, middle school and elementary schools. Other major employers include Armour Ekrich and the Foot Locker Distribution Center on South US-77, Geary Community Hospital and Valley View Senior Life on Ash Street, and Wal-Mart and Century Link on East Chestnut.

FIGURE 7 MAJOR EMPLOYERS IN JUNCTION CITY



Source: (Junction City Area Chamber of Commerce, 2015) and KU Transportation Research Center, 2015

Employment Profile in Junction City/Grandview Plaza

An estimated 13,000 individuals are in the labor force in Junction City, of which 10,500 are civilians. Unemployment rate is 7.8 percent (ACS, 2013). Approximately 79 percent of the workers 16 years and over commute to work in a single-occupancy vehicle (SOV) with approximately 13 percent carpooling.

Industries in the Study Area

Primary industries represented in study area include educational services, public administration arts/ entertainment/recreation, retail trade, manufacturing, professional, construction, and transportation/ warehousing. Table 5 provides a list of industries and the percentage of the workforce represented.

TABLE 5 INDUSTRY EMPLOYMENT IN JUNCTION CITY, KANSAS

Industry	Estimated Workers	Percent
Educational services, and health care and social assistance	2,064	21.2%
Public administration	1,669	17.1%
Arts, entertainment, and recreation, and accommodation and food services	1,187	12.2%
Retail trade	1,019	10.5%
Manufacturing	880	9.0%
Professional, scientific, and management, and administrative and waste management services	779	8.0%
Construction	598	6.1%
Finance and insurance, and real estate and rental and leasing	505	5.2%
Other services, except public administration	398	4.1%
Transportation and warehousing, and utilities	385	4.0%
Wholesale trade	110	1.1%
Agriculture, forestry, fishing and hunting, and mining	90	0.9%
Information	55	0.6%

Source: (U.S. Bureau of the Census, 2015)

Table 6 provides a list of the industrial employers in the community, regardless of labor force size. The majority of these employers are located in the southwest corner of the community.

TABLE 6 INDUSTRIAL EMPLOYERS IN JUNCTION CITY, KS

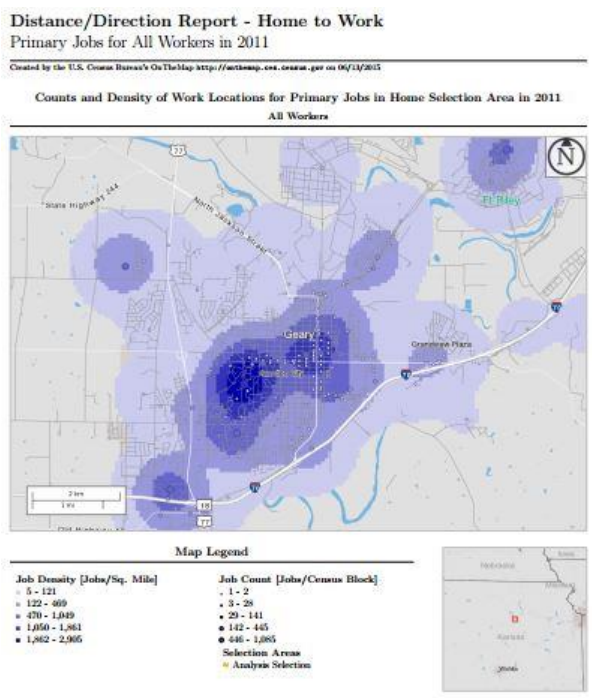
Industrial Employers	Location
Armour-Eckrich	SW
Cetainteed Gypsum	SW
Foot Locker Distribution Center	SW
JC Wire Harness	NE
MDV Nash Finch	SW
New Horizons RV	SW
UPU Industries	SW
Watco Railcar Repair	NE
Ventria Bioscience	SW

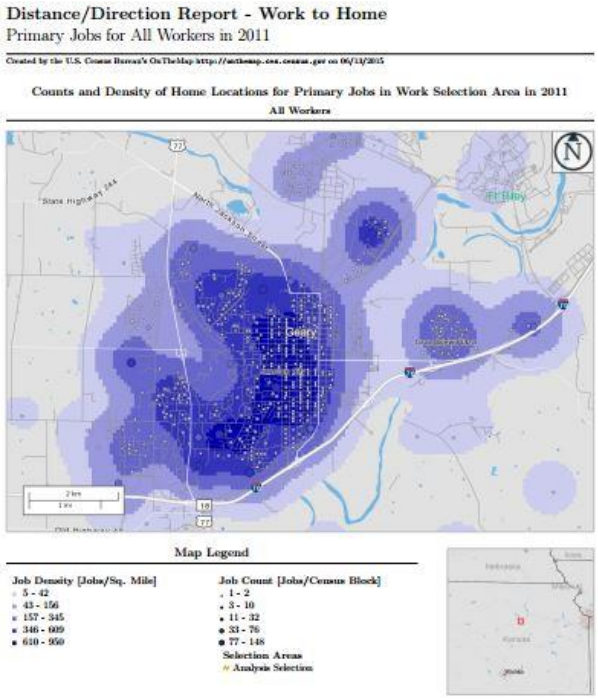
Source: (Junction City Area Chamber of Commerce, 2015)

Employee Travel Pattern in Geary County

An analysis of employee travel patterns between home and work was conducted for Geary County to provide an illustration of general direction and density of travel associated with the home-to-work trip. This data will be applied to the study area to help identify viable fixed route corridors. Figure 8 provides the concentration area for distance and direction of workers traveling from home to work and then the reverse trip. The predominant direction of travel is southwest to northeast, with the highest concentration bounded on the south by Ash Street.

FIGURE 8 DISTANCE/DIRECTION BETWEEN HOME AND WORK IN GEARY COUNTY





Source: (U.S. Bureau of the Census, 2015) and KU Transportation Research Center, 2015.

EMPLOYERS IMPRESSIONS OF PUBLIC TRANSPORTATION NEEDS IN JUNCTION CITY

Data collection for the employer survey spanned approximately 7 months and used a variety of collection methods: web-based and hard copies distributed throughout the community. The employer survey was administered locally by Flint Hills Area Transportation Agency and the Kansas University Transportation Research Center. There were a total of 34 employer responses, and a total of 3,371 of local employees represented by the responding employers.

QUESTIONNAIRE DESIGN AND DATA COLLECTION

SurveyMonkey™ was used to create, distribute and collect responses for the Employer Survey. SurveyMonkey™ is a web-based platform that allows a user to create surveys, distribute them via email and social media outlets, manually enter data from paper surveys and analyze the data upon completion. The Employer Survey began collecting responses on February 2, 2015 and was discontinued on August 19, 2015.

The Employer survey consisted of 14 questions, excluding the consent and introduction. The topics covered were profile information, shifts and schedules, workforce and staffing, employee transit usage and improving employee transit.

Most of the responses were entered directly by the employer (94 percent). In addition to online collection of responses for the Employer Survey, follow-up calls were made to major employers who had not yet

responded and, in one case, project staff collected responses over the phone and manually entered responses.

EMPLOYER RESPONSE

Although the survey had 34 respondents, response rates on each question varied as they were optional and not required. On average, about half of respondents answered each question.

Profile Information: Questions 1-4

The profile information gathered was basic contact information which helped track which employers had answered and where better to target outreach efforts. Based on the responses from this first section 3,371 employees were represented for respondents who answered the question regarding number of employees, however 48 percent of employers did not supply counts of their employees. Table 7 provides details on the number of employees represented on each shift.

TABLE 7 EMPLOYEE COUNTES PER SHIFT

Answer Choices		Average Number	Total Number	Responses
1st shift employees:	**Responses**	160	2,885	18
2nd shift employees:	**Responses**	44	394	9
3rd shift employees:	**Responses**	12	92	8
Total Respondents: 18				

Shift and Schedule: Questions 5-7

In addition to how many employees were represented, the survey asked for weekday and weekend shift information which provided the following figures and tables. Both questions regarding shifts gave the respondents 3 shift options to choose from and an "other" option for additional shifts or information. All employers responding provided first shift information, fifty percent of employers responding indicated that they operate during second shift, and 44 percent (8) indicated a third shift, as shown in Table 7. The first shift was primarily grouped around the standard 8 a.m. to 5 p.m. shift, and the second and third shifts had fewer responses and wider variations.

TABLE 8 PEAK COMMUTING TIMES FOR 1ST SHIFT WEEKDAY EMPLOYEES

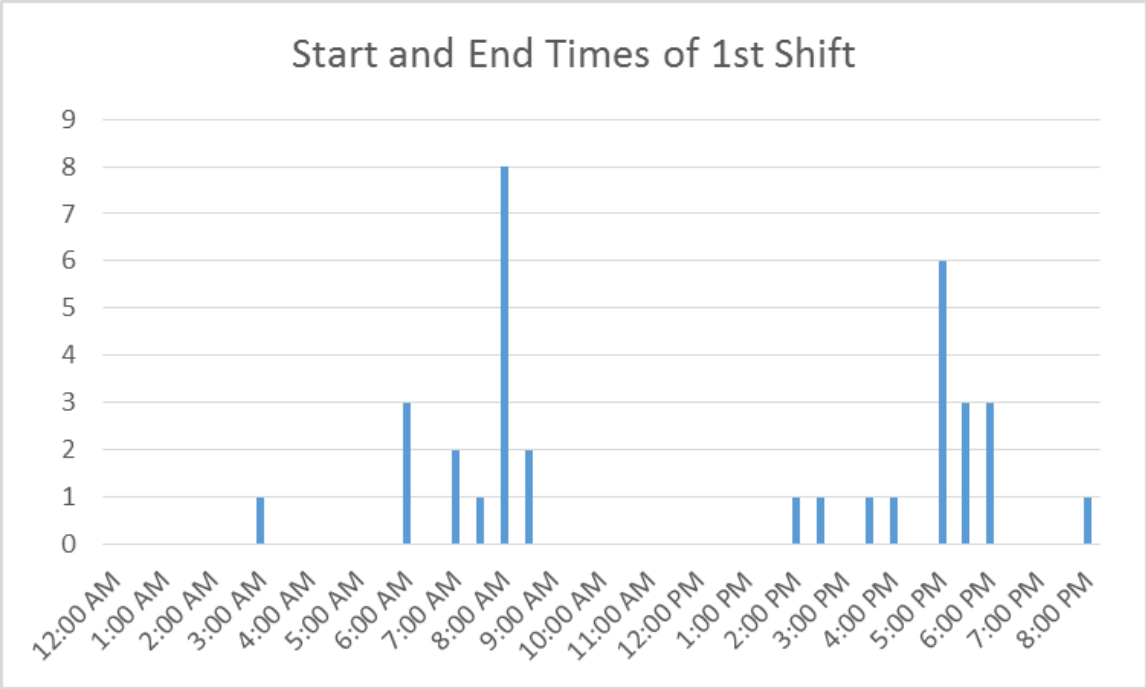


Table 8 displays the number of shifts beginning and ending during the weekday 1st shift. From this you assume that the majority of commuting for work would happen in these two clusters. One respondent used the "other" option to provide a fourth shift time, from 4:00 p.m. to 8:00 p.m.

TABLE 9 SHIFT DURATION FOR 1ST SHIFT

Respondents	3AM	3:30AM	4AM	4:30AM	5AM	5:30AM	6AM	6:30AM	7AM	7:30AM	8AM	8:30AM	9AM	9:30AM	10AM	10:30AM	11AM	11:30AM	NOON	1PM	1:30PM	2PM	2:30PM	3PM	3:30PM	4PM	4:30PM	5PM	5:30PM	6PM
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TABLE 10 SHIFT DURATION FOR 2ND SHIFT

Respondents	NOON	1PM	1:30PM	2PM	2:30PM	3PM	3:30PM	4PM	4:30PM	5PM	5:30PM	6PM	6:30PM	7PM	7:30PM	8PM	8:30PM	9PM	9:30PM	10PM	10:30PM	11PM	11:30PM	Midnight	1AM	1:30AM	2AM	2:30AM	3AM	3:30AM	4am	4:30AM	5AM	5:30AM	6AM
1																																			
2																																			
3																																			
4																																			
5																																			
6																																			

TABLE 11 SHIFT DURATION FOR 3RD SHIFT

Respondents	8PM	8:30PM	9PM	9:30PM	10PM	10:30PM	11PM	11:30PM	Midnight	1AM	1:30AM	2AM	2:30AM	3AM	3:30AM	4am	4:30AM	5AM	5:30AM	6AM
1																				
2																				

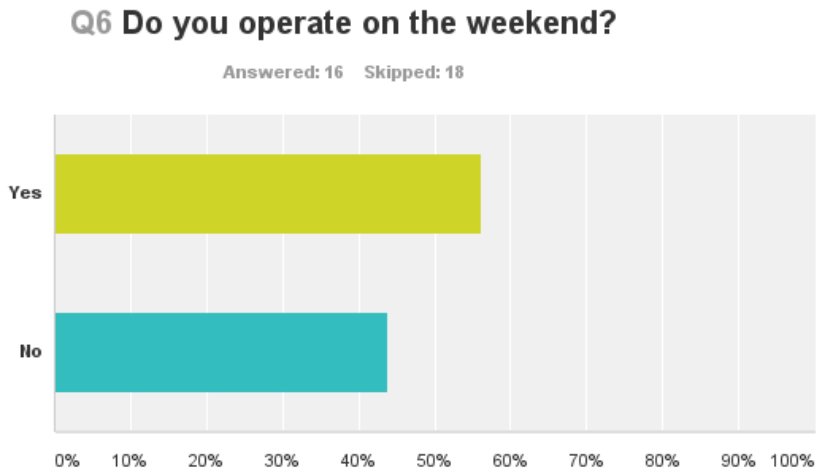


FIGURE 9 WEEKEND HOURS

Of the 16 responses to question six, 56 percent (9 respondents) said that they operate on the weekend, however the time periods supplied varied widely from employer to employer.

Workforce and staffing: Questions 8-9

This section was used to determine the staffing needs of employers to better understand what service times would work best. 31 percent respondents said that their employees have routine reasons for staying late, while 19 percent said that their employees need to be replaced on line before they can leave. This indicated that a relatively low percentage of shifts would vary from what was provided by the employers in the previous section.

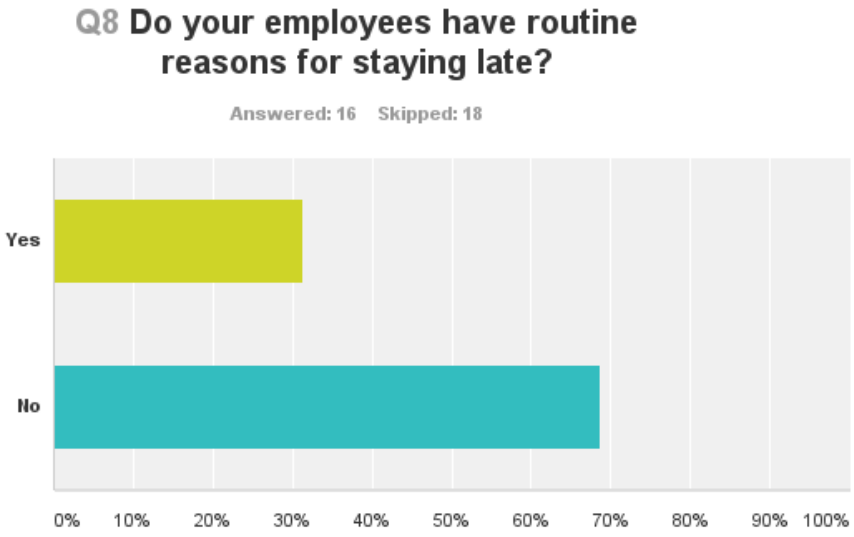


FIGURE 10 ROUTINE LATE SHIFTS

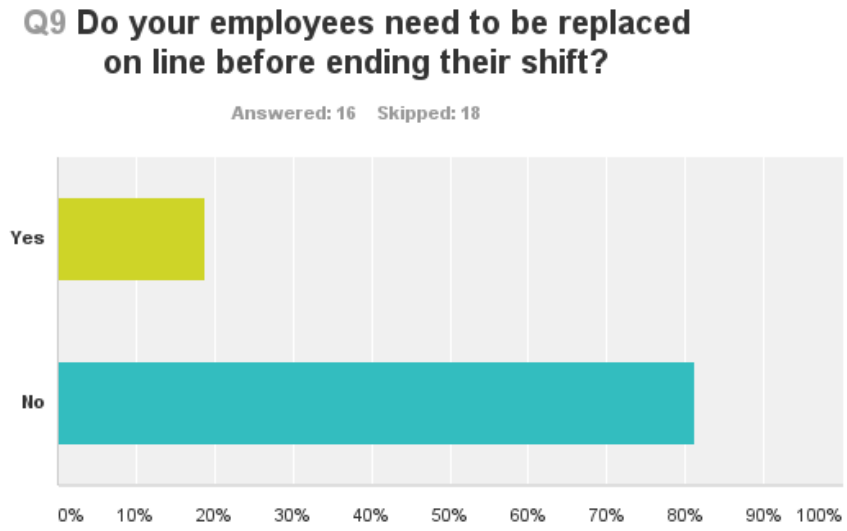


FIGURE 11 REPLACEMENT ON LINE AT END OF SHIFT

Employee transit usage: Questions 10-13

Of the 15 respondents, seven said that their employees use transit or carpooling at least once a week (See Figure 12). Of the 47 percent of those using transit, 86 percent use ATA demand response and 29 percent use ATA bus intercity (Figure 14).

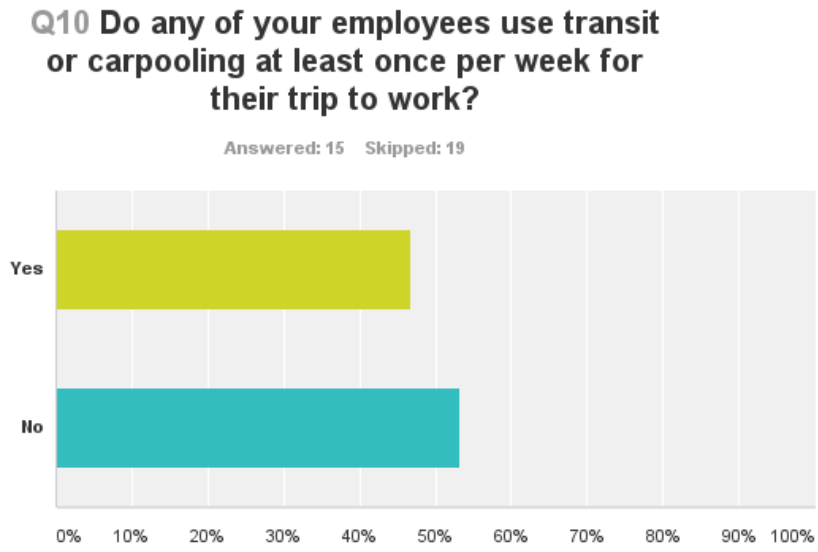


FIGURE 12 EMPLOYEE WEEKLY USE OF TRANSIT OR CARPOOLING

Additionally, the survey asked employers where their employees live to better understand where they might be traveling from. Every employer that responded has employees in Junction City, with Fort Riley, Rural/Other Geary County, and Manhattan tying as the second highest place of residence for employees. This further demonstrates the need for an expanded regional system that could provide the reliability of fixed-route service.

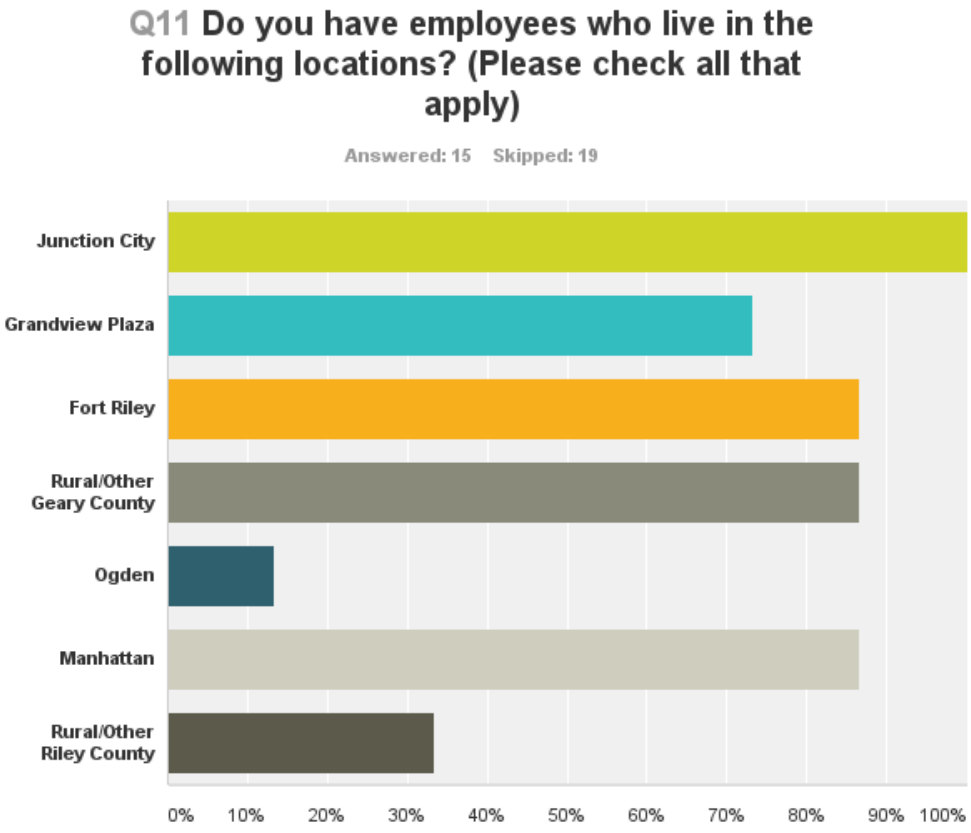


FIGURE 13 HOME LOCATION OF EMPLOYEES

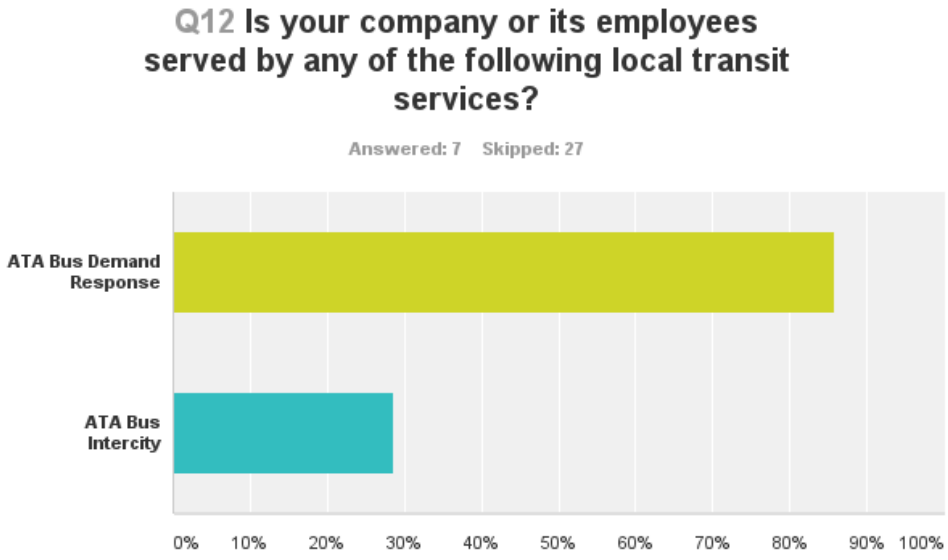


FIGURE 14 EMPLOYEE USE OF LOCAL TRANSIT SERVICES

Absenteeism is an important consideration for all employers, and can be an opportunity for transit services to improve work attendance. The lack of a reliable vehicle and inadequate transit service were the top two contributing factors to employee tardiness or absenteeism as identified by employers (see Figure 15).

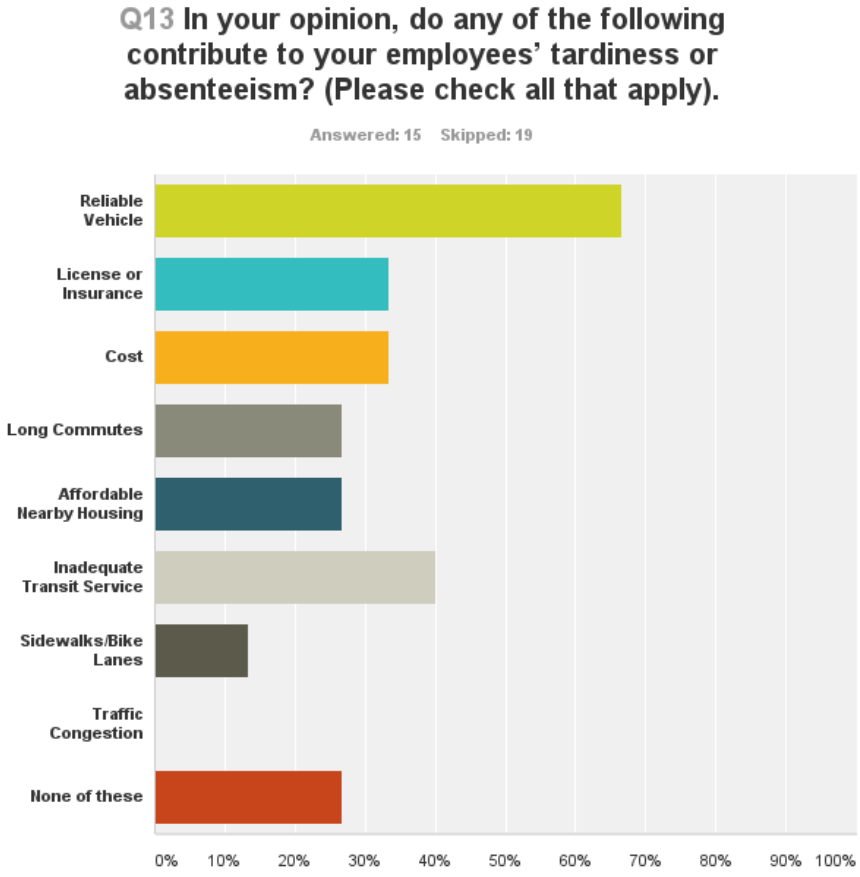


FIGURE 15 REASONS FOR TARDINESS OR ABSENTEEISM, ABREVIATED

Answer Choices	Responses	
Lack of a reliable vehicle	66.67%	10
Lack of valid drivers' license or insurance	33.33%	5
Costs of Driving/Fuel	33.33%	5
Long Commutes	26.67%	4
Lack of Nearby, Affordable Housing	26.67%	4
Inadequate Transit Service	40.00%	6
Lack of Sidewalks/Bike Lanes	13.33%	2
Traffic Congestion	0.00%	0
None of these are a factor in tardiness or absenteeism	26.67%	4
Total Respondents: 15		

Comments (1)

FIGURE 16 REASONS FOR EMPLOYEE TARDINESS OF ABSENTEEISM, FULL

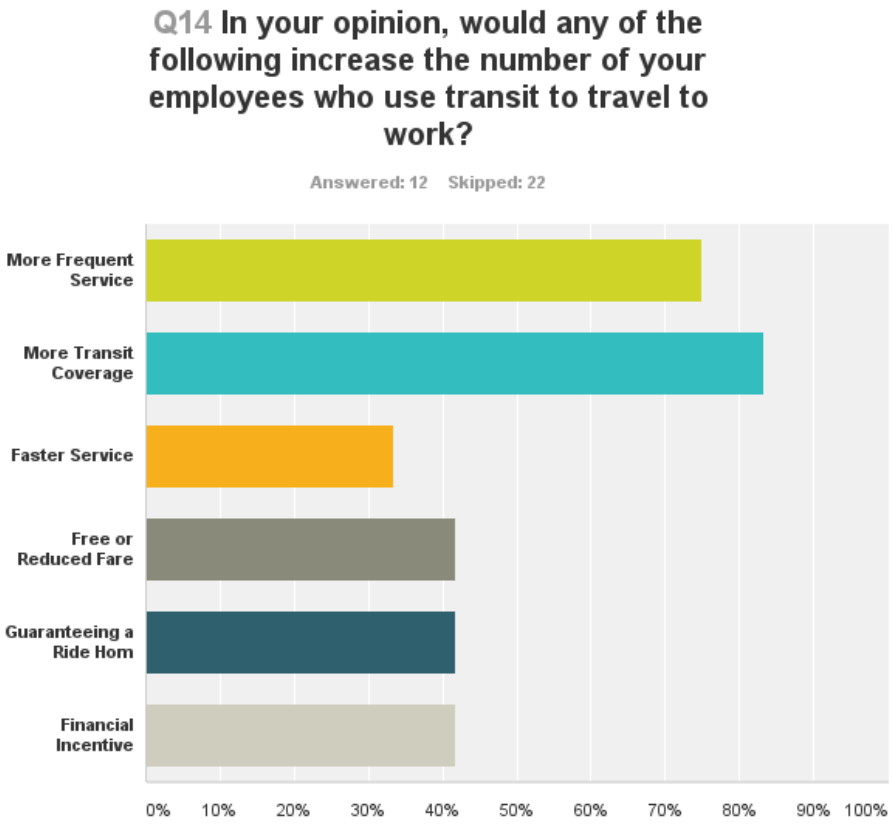


FIGURE 17 FACTORS THAT WOULD INCREASE THE NUMBER OF EMPLOYEES USING TRANSIT, ABBREVIATED

Improving employee transit: Questions 14-16

On improving employee transit, the top two factors reported by employers that they believe would increase the number of employees who use transit to commute to work were “more transit coverage” and “more frequent service.” This, coupled with the results shown in Figure 17 emphasis the impact transit could have on employee travel patterns.

Answer Choices	Responses	
More Frequent Service	75.00%	9
More Transit Coverage	83.33%	10
Faster Service	33.33%	4
Free or Reduced Fare	41.67%	5
Guaranteeing a Ride Hom	41.67%	5
Financial Incentive	41.67%	5
Total Respondents: 12		

Comments (3)

FIGURE 18 FACTORS THAT WOULD INCREASE THE NUMBER OF EMPLOYEES USING TRANSIT, FULL

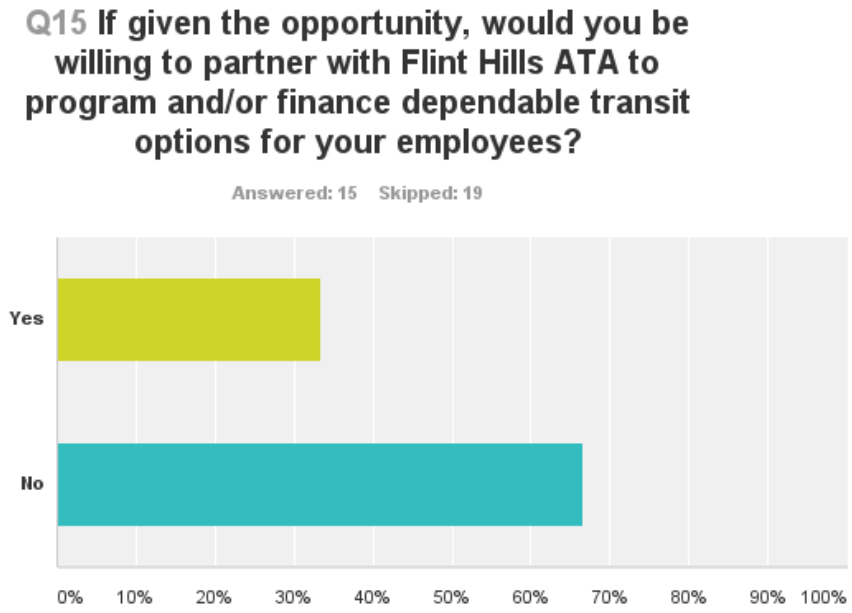


FIGURE 19 EMPLOYER WILLINGNESS TO PARTNER WITH FLINT HILLS ATA

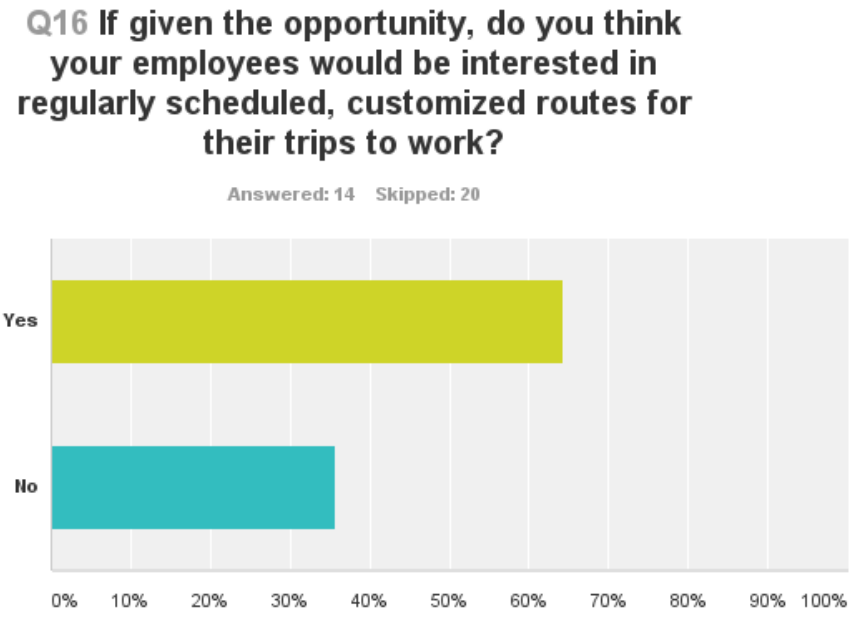


FIGURE 20 EMPLOYEE INTEREST IN REGULARLY SCHEDULED ROUTES

While the majority of respondents said that they would not be willing to partner or finance Flint Hills ATA and other dependable transit options for employees, the majority of respondents did believe that if given the opportunity, their employees would be interested in regularly scheduled, customized routes.

LIMITATIONS

A limitation that arose with the employer survey was question 15 which asked "If given the opportunity, would you be willing to partner with Flint Hills ATA to program and/or finance dependable transit options for your employees?" Two respondents reached out to survey administrators and explained that they were not in a position of authority that would allow them to answer one way or another, as many respondents were employees in Human Resources departments. As a result of this, the survey was modified with an "other" option and a dialogue box for explanations. Incomplete information was collected from the survey on this point.

CONCLUSIONS

Based on the information reported in the Employer survey, there is expressed support for more coverage and a larger area of service. According to employer response, lack of reliable transportation is the number one contributing factor to employee tardiness followed by inadequate transit service. Additionally, the bulk of employees (2,885) would be commuting to and from work during the first shift timeframe, the traditional 8 a.m. - 5 p.m. shift. However, there are employers that operate outside these more traditional time frames.

CHAPTER 4 TRANSPORTATION SERVICE INVENTORY

PUBLIC TRANSIT: FLINT HILLS AREA TRANSIT AGENCY

Flint Hills ATA is the primary service provider for Junction City and Grandview Plaza, and has been operating demand-response transit service for the area since 2011. Demand-response requires a 24-hour advance appointment with ATA in order for the trip to be completed. Flint Hills ATA is a General Public Transportation Provider receiving Section 5311 Capital and Operating Funds. Based in Manhattan, ATA provides four lines of fixed-route service (two when Kansas State University is out of session), as well as demand response service in Riley and Geary Counties, in addition to Fort Riley and some of western Pottawatomie County. The service utilizes 15 total vehicles, with all wheelchair lift-equipped for accessibility.

REGIONAL DEMAND RESPONSE SERVICES FOR JUNCTION CITY/GEARY COUNTY. In 2011 Flint Hills ATA began a pilot program in partnership with Kansas Department of Transportation to add additional regional demand response services, these buses ran outside of the normal City of Manhattan-Riley County demand response services. The services were expanded into portions of western Pottawatomie County, Geary County (Junction City), and Fort Riley. The pilot program ran between February of 2011 thru April of 2012, at which time the pilot ended and ATA partnered with Geary County, Pottawatomie County and Riley County to continue the regional services as part of their regular 5311 demand response services. Demand-response ridership in 2011 (March-December) was 3,818. Ridership increased to 6,115 in 2012 and to 8,124 in 2013, a 33 percent increase from 2012 to 2013. Ridership for 2014 through April was 3,434, a 22 percent increase in ridership over the same time last year.

JUNCTION CITY INTERCITY SHUTTLE is designed to serve residents from Manhattan, Ogden, Fort Riley, Grandview Plaza and Junction City. All trips other than trips originating in Ogden and Grandview Plaza will originate with a local demand response service providing a trip to a transfer point, where the rider then transfers to the intercity vehicle. This vehicle then takes the rider to its scheduled destination. Ogden is served by a stop in city limits and Grandview Plaza is served by deviated fixed route which allow the intercity vehicle to deviate from the route to pick up these riders. The intercity shuttle operates 14 trips during the day from 6 a.m. to 6:40 p.m. (Monday through Friday)

Ridership for 2011 (April-December) was 659. Ridership increased to 9,972 in 2012 and to 13,497 in 2013, a 35 percent increase from 2012 to 2013. Ridership for 2014 through April was 4,359, an 18 percent increase in ridership over the same time last year.

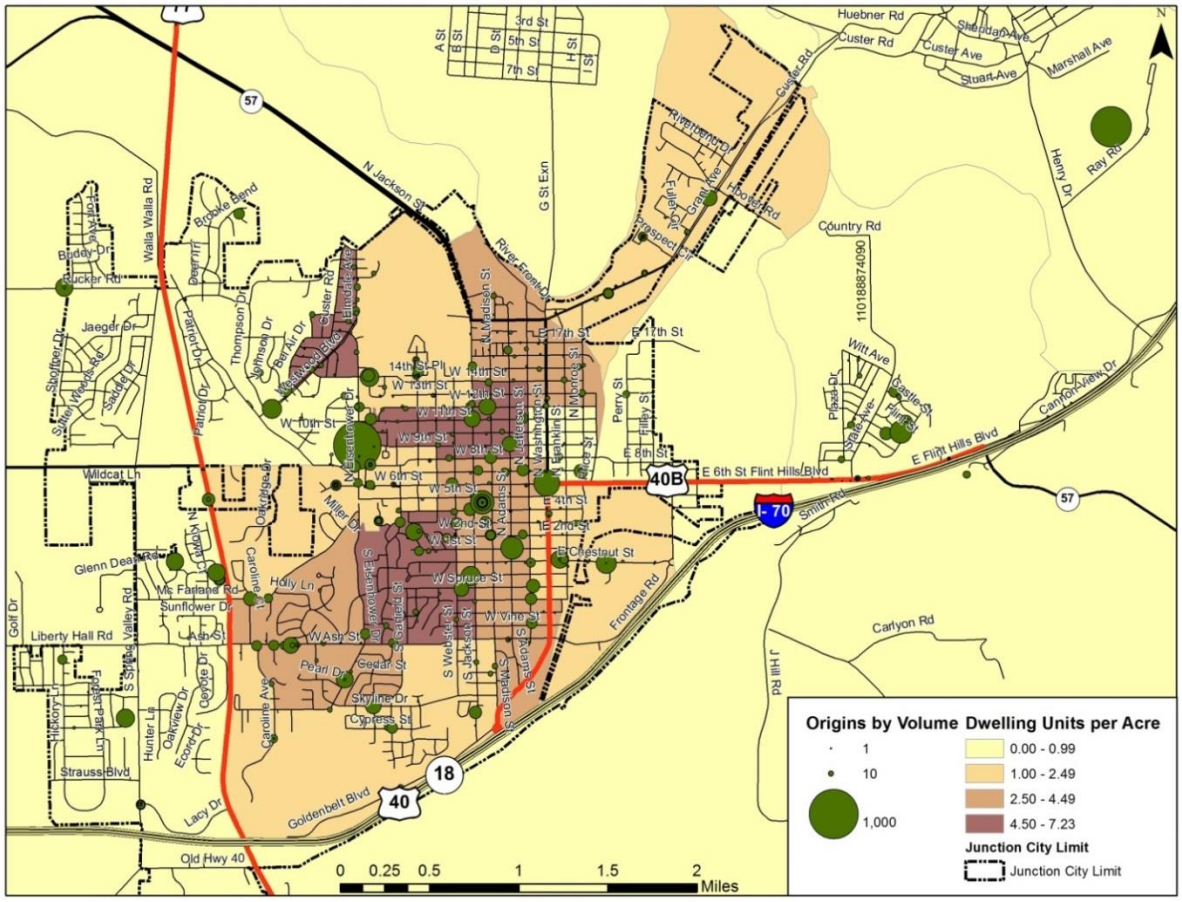
Flint Hills ATA provided service utilization data for SFY 2014. Table 12 provides a breakdown of these trips by origin and destination. Figures 21 and 22 provide a map of the origins and destinations of all trips starting or beginning in Junction City-Grandview Plaza for July 2013 through June 2014 (SFY 2014). The total number of trips with either an origin or destination in Junction City, Grandview Plaza or Ft. Riley was 15,386. Some portion of these trips have an origin or destination as Fort Riley with the other end point outside of Junction City/Grandview Plaza.

TABLE 12 ORIGINS AND DESTINATIONS BY CITY (SFY 2014)

		Destination City								
Demand Response Trips by Origin and Destination		Junction City	Grandview Plaza	Fort Riley	Manhattan	Milford	Ogden	Riley	Saint George	Origins Total
Origin City	Junction City	6,849	202	373	2,626	19	8	9	2	10,088
	Grandview Plaza	427	81	1	226					735
	Fort Riley	195	1		696		1			893
	Manhattan	2,562	298	768						3,628
	Milford	23								23
	Ogden	16		1						17
	Saint George	2								2
Destinations Total		10,074	582	1,143	3,548	19	9	9	2	15,386

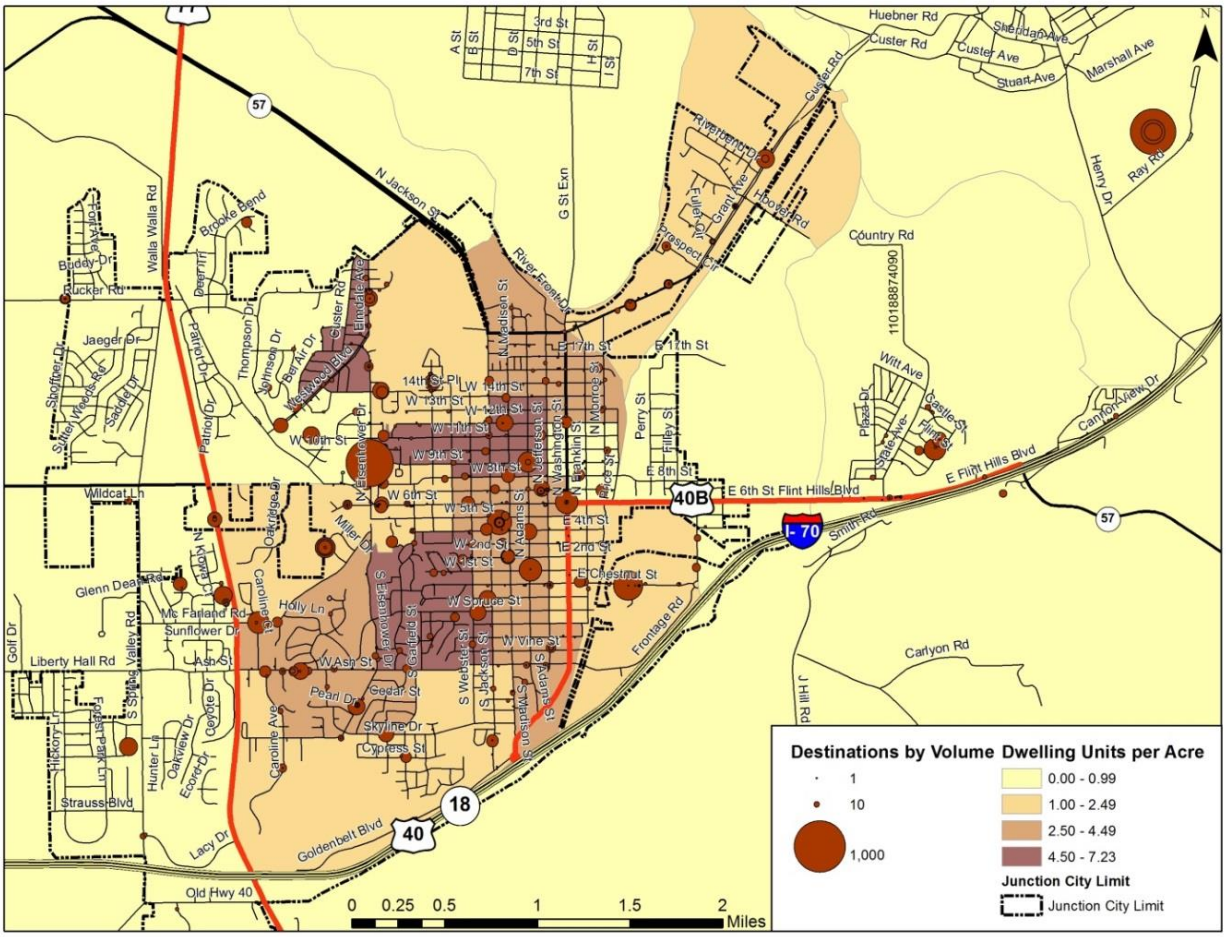
Source: Flint Hills Area Transportation Agency, SFY 2014; KU Transportation Center, 2015.

FIGURE 21 ORIGIN VOLUMES AND POPULATION DENSITY



Source: ATA Bus, Junction City-GVP Demand-Response Trips July 2013-June 2014

FIGURE 22 DESTINATION VOLUMES AND POPULATION DENSITY



Source: ATA Bus, Junction City-GVP Demand-Response Trips July 2013-June 2014

The most common location in the data is the Junction City High School. It has not been determined from the data whether the riders are employees, or students within the two-mile busing radius. Besides the high school, Fort Riley's Post Exchange and Commissary are the second most popular destinations, with Wal-Mart being one of the largest destinations within Junction City limits. There also are substantial numbers of trips to Footlocker, another major employer, as well as a mix of senior and medical stops, educational stops, and unique residential users.

Table 13 lists the top trip destinations for the demand-response service. The destinations listed reveal significant diversity in service to all sectors of the community: education (community college and high school), the PX and Commissary, industry, retail stores, health care providers, the senior center, and high density apartment complexes. Figure 23 provides an illustration of the relative frequency to trips to these common destinations.

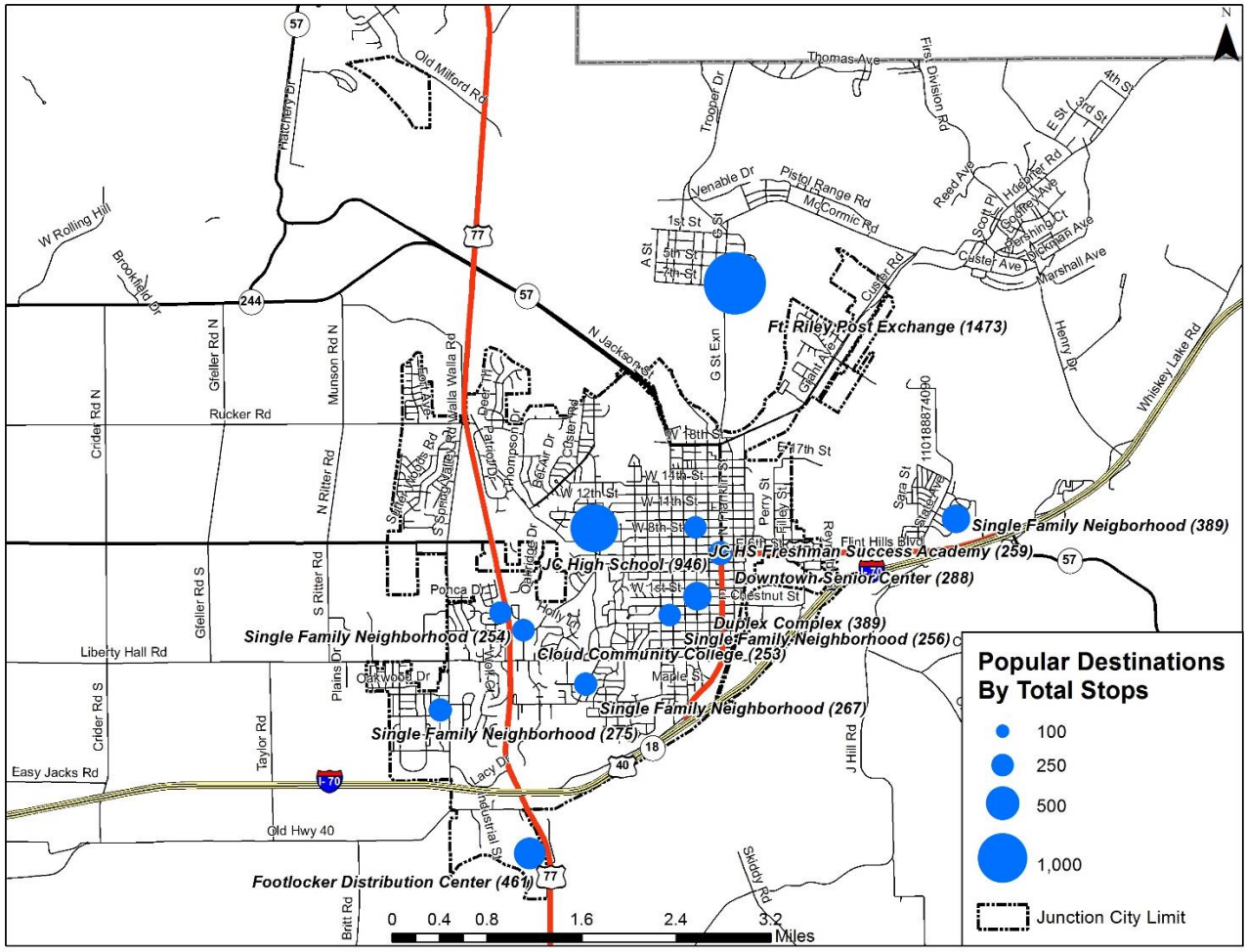
TABLE 13 TOP DEMAND RESPONSE DESTINATIONS, JUNCTION CITY, GRANDVIEW PLAZA, AND FT. RILEY

Place	Total Trips	Address	City	State
Junction City High School	840	900 N EISENHOWER DR	JUNCTION CITY	KS
Ft. Riley Post Exchange*	807	2210 TROOPER DR	FORT RILEY	KS
Wal-Mart	330	521 E CHESTNUT ST	JUNCTION CITY	KS
Foot Locker	226	3210 S US-77 HWY	JUNCTION CITY	KS
Ft. Riley Commissary*	220	2310 TROOPER DR	FORT RILEY	KS
Downtown Senior Center	189	614 N WASHINGTON ST	JUNCTION CITY	KS
Duplex Complex	188	N ADAMS ST	JUNCTION CITY	KS
Single Family Neighborhood	183	FLINT ST	GRANDVIEW PLAZA	KS
Cloud Community College	172	631 CAROLINE AVE	JUNCTION CITY	KS
JC HS Freshman Success Academy	156	300 W 9TH ST	JUNCTION CITY	KS
Geary Community Hospital	148	1102 St Mary's Rd	JUNCTION CITY	KS
Single Family Neighborhood	132	ELM CREEK DR	JUNCTION CITY	KS
Geary Rehabilitation Center	131	104 S WASHINGTON ST	JUNCTION CITY	KS

Source: ATA Bus, Junction City-GVP Demand-Response Trips July 2013-June 2014

**Ft. Riley locations are within a controlled military boundary, and are shown on the two maps in a different location from their actual position on base.*

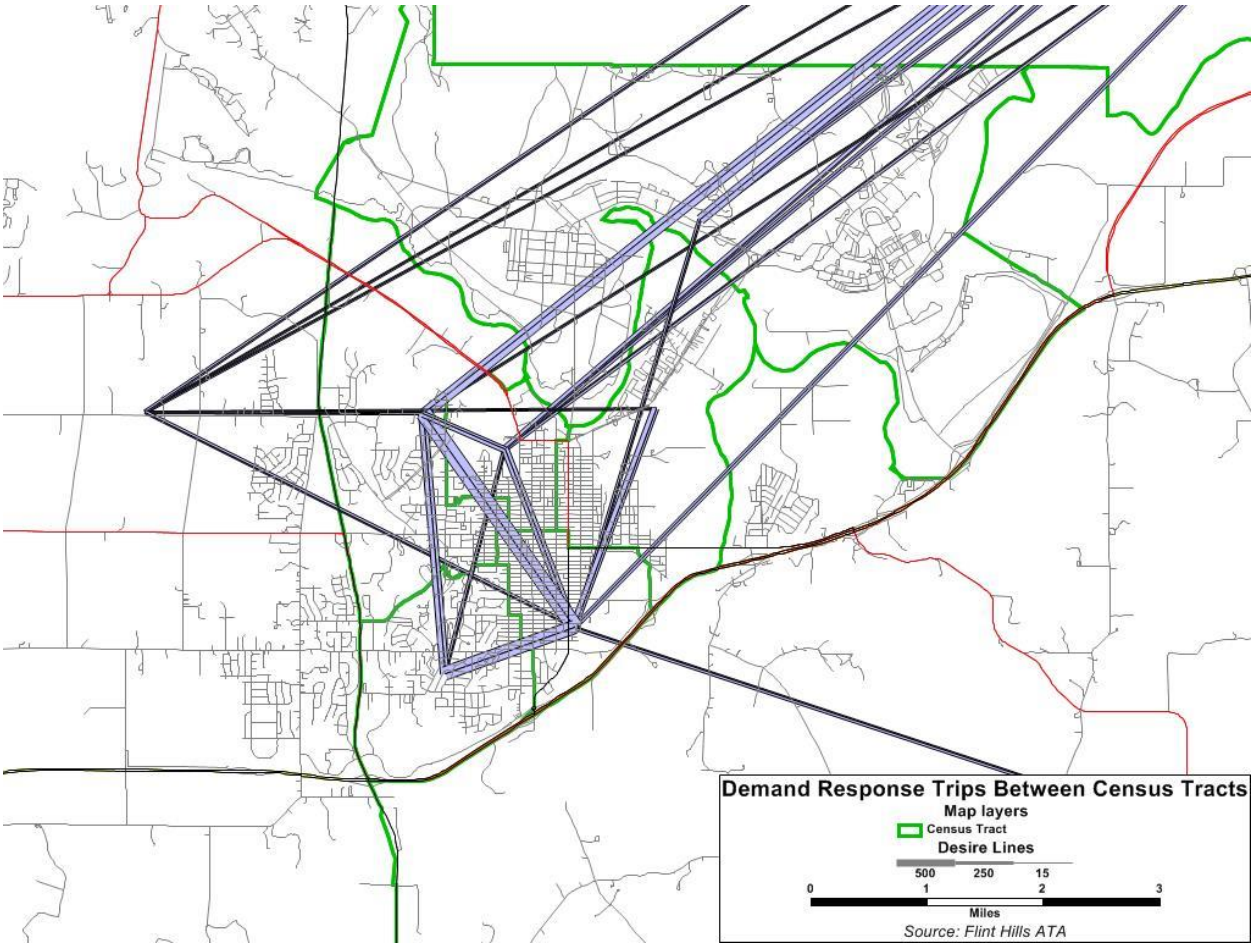
FIGURE 23 MOST FREQUENT STOPS FOR DEMAND RESPONSE TRIPS



Source: Flint Hills ATA, 2014; KU Transportation Center, 2015.

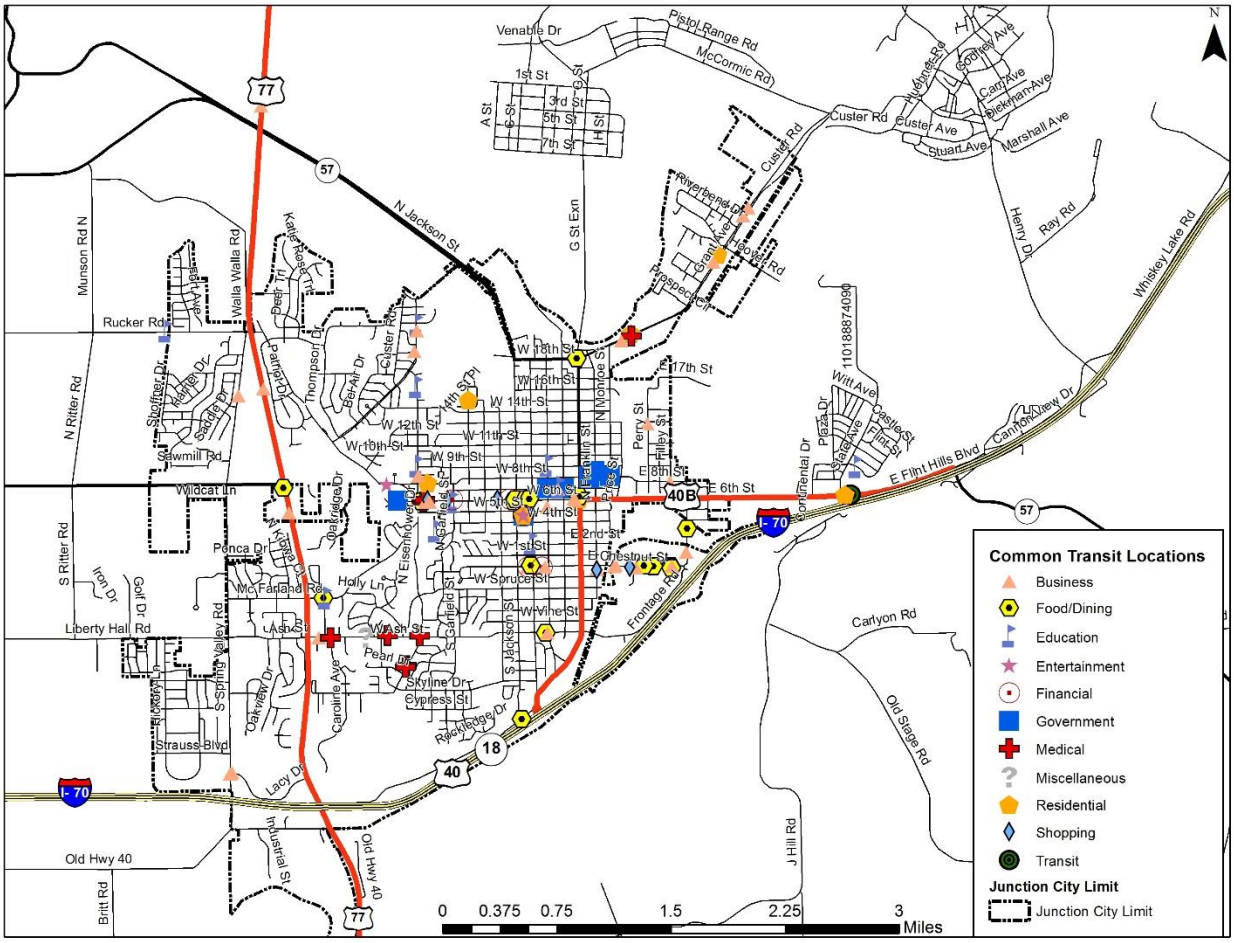
Figure 24 illustrates the volume of trips between Census tracts originating or ending in Junction City. These "desire lines" show the volume of demand response trips taken between different areas of the Flint Hills ATA service area (20 percent of the smallest lines were removed for visual clarity.) The largest number of trips were taken between northwest Junction City (the area surrounding the high school,) and central/east Junction City (where Chestnut Street and large retailers such as Wal-Mart are located.) There are also a significant number of trips between the western half of Junction City and Manhattan, mostly from trips to K-State's main campus.

FIGURE 24 DEMAND RESPONSE TRIPS BETWEEN CENSUS TRACTS



Flint Hills ATA also provided the study team with a list of common locations recognized by ATA Bus when picking up and dropping off customers. Flint Hills has categorized these by what purpose these trips would serve. Most destinations are along the 6th Street and Chestnut corridor, with a high concentration of medical and senior services in the southwest and a good distribution of other locations throughout the city's core, illustrated in Figure 25.

FIGURE 25 JUNCTION CITY/GRANDVIEW PLAZA COMMON DESTINATIONS



Source: Flint Hills ATA Bus

Human Service Transportation Providers

Big Lakes Development Center

Big Lakes Development Center, Inc. is a private non-profit dedicated to serving citizens of Riley, Geary, Clay, and Pottawatomie Counties that have intellectual disabilities. The center operates several group homes and programs that integrate the lifestyles of those with intellectual disabilities into the community. Based in Manhattan, the organization operates 6 vehicles, five of which have wheelchair lifts. The routes are based on a deviated fixed-route scheme from 6:00 a.m. to 6:00 p.m. with a focus on employment trips for persons with disabilities. Big Lakes' transportation service is not open to the general public, and does not receive special 5311 or 5310 transportation funding, generating its funding from other state and federal sources and a local mill levy.

Geary County Senior Center

Geary County Senior Center is a private non-profit that provides a central meeting place, activities, and meals to senior citizens in Junction City and Grandview Plaza. The Center operates a demand response service of 3 vehicles (2 equipped with lifts) with a service area of six miles from the center's location (covering incorporated Junction City and Grandview Plaza.) The service operates from 9:00 a.m. to 4:00 p.m. on weekdays with additional service to the Center's evening meal form 6-10 p.m. The service is open to the elderly, disabled persons, and the general public for all trip types. The Center receives 5310 and state operating funding for its transit services.

Pawnee Mental Health Services

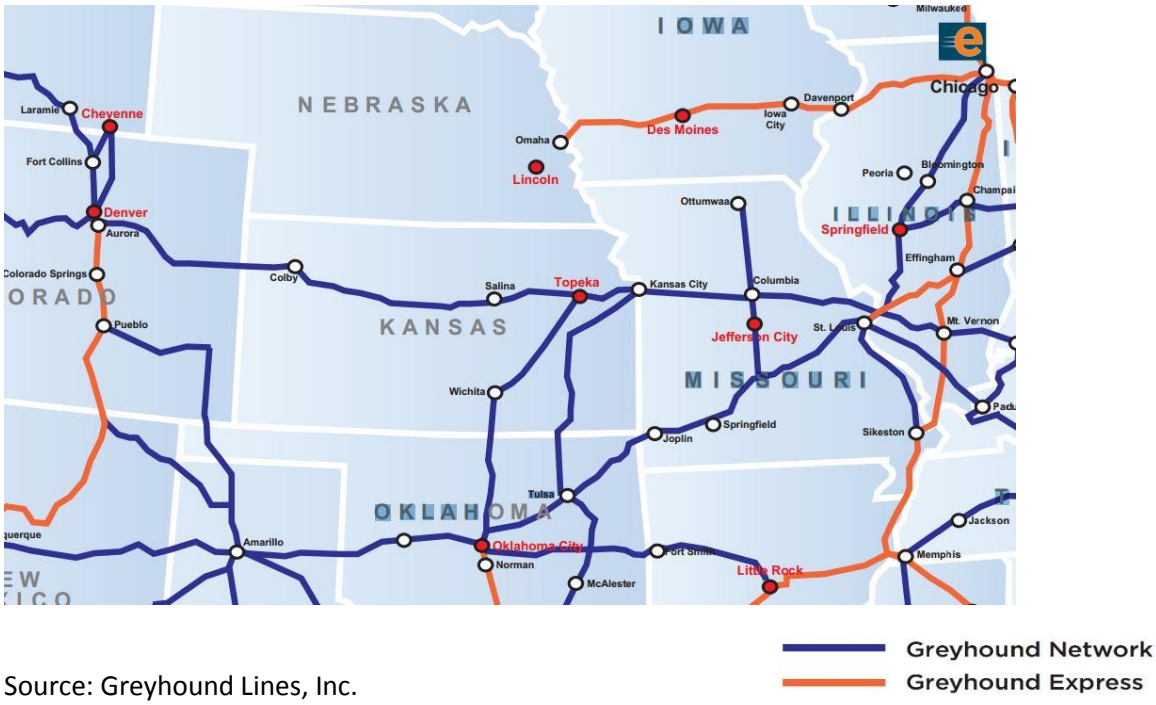
Based in Manhattan, Pawnee Mental Health Services offers mental health, rehabilitative, and counseling services to residents of Riley, Geary, Marshall, Clay, and Pottawattamie Counties. Pawnee was founded in 1956 as a private non-profit and is licensed by both the Kansas Department of Aging as a community mental health center and the Kanas Department of Addiction and Prevention Services (AAPS) as a Substance Abuse treatment facility. Pawnee extends its services to children, adolescents, adults, and seniors. The center furnishes fixed and deviated-route services available to the general public, elderly, and persons with disabilities, from 7:30 a.m. to 9:00 p.m. The service operates 11 vehicles with only one having a lift, and receives state operating funding.

INTERCITY BUS SERVICE

GREYHOUND LINES, INC.

The Greyhound bus station is located in Grandview Plaza at the Junction City Bus Station, 122 E. Flint Hills Boulevard. Two buses travel through the station in each direction each day (Monday-Sunday). Eastbound buses arrive at the station at 5:05 a.m. and 7:00 p.m.; westbound buses arrive at the station 2:50 a.m. and 2:20 p.m.

FIGURE 26 GREYHOUND INTERCITY BUS ROUTES



Source: Greyhound Lines, Inc.

. Figure 26 provides a route map of Greyhound service routes provided in the central U.S.

QUICKSILVER SHUTTLE

QuickSilver Shuttle is an airport shuttle-charter service, providing service from Junction City at its western terminus to KCI International Airport in Kansas City, Missouri. Normal fares from Junction City to the airport are $70.00.

TAXI SERVICES

BELL TAXI

Bell Taxi is located at 1002 N. Washington Street and provides service within Junction City and Ft. Riley.

AIRLINE SERVICE

The nearest passenger air service to Junction City is the Manhattan Regional Airport located at 5500 Fort Riley Boulevard (SH 18) in Manhattan, approximately 13 miles northwest of Junction City. Five daily flights in and out of the airport provide nonstop service to Dallas and Chicago.

CHAPTER 5 FORECASTING TRANSIT DEMAND WITH DEMOGRAPHIC INFORMATION

The Transit Cooperative Research Program (TCRP) released a tool in its *Report 161* aimed at helping small-to-medium sized transit providers estimate the *need* of transit dependent and the general public, as well as the *demand* that would be generated for transit to meet the transportation gap between need and available service. This uses primary data from the US Census Bureau, as well as data from comparably-sized, peer systems from the Rural National Transportation Database. The tools use statistical data from the Rural National Transportation Database (Rural NTD) to produce equations that project the amount of ridership and other service measures a given system will see in the future. The three sections used in this study are: evaluation of transit need, peer system analysis, and small city fixed-route projections.

DEFINING TRANSIT NEED

The TCRP defines need in two ways: either the population of people in a study area that require passenger transportation, or the total number of trips that population would take if they had minimal mobility limitations. Need communicates the approximate number of trips needed by those who cannot operate or access a car, and gives a benchmark for how many of these trips a community will need to provide, whether by a family member using a personal vehicle, or by transit or other publicly available transportation mode.

To calculate need, data is gathered from the US Census Bureau about two population segments: those living in households without access to a vehicle, and the population living in poverty. The total numbers of people in poverty and those without vehicle access are summed and multiplied by the "mobility gap." The mobility gap is the number of trips not taken because of lack of access to a vehicle. A mobility gap of 2.1 daily one-way trips was estimated for the West North Central Region which includes Kansas, North and South Dakota, Nebraska, Missouri, Iowa and Minnesota. Derived from National Household Travel Survey (2009) data, 2.1 is the difference of the average number of trips taken by 0-vehicle households (2.4) subtracted from the average number of trips taken by 1-vehicle households (4.5).

Table 14 shows the transit need calculations for Junction City and Grandview Plaza. An estimated 3,600 people are in need of alternative transportation, which amounts to 1,176 passenger trips each day. The daily total is then multiplied by 300 days, reflecting the fact that trip need typically is reduced on weekends although the annual need is not associated just with weekdays. The calculated trip need estimate for Junction City/Grandview Plaza is 352,800 each year. This does not include nearby Fort Riley, which has a considerable population, but is not included in our formal study area.

TABLE 14 RURAL TRANSIT NEED ESTIMATES FOR JUNCTION CITY

Total need for passenger transportation service: (# of individuals owning no car + # of individuals living in house with income below the poverty level)	3,600	Persons
Total households without access to a vehicle:	560	Households
Mobility Gap: (Number of trips not taken because members of 0-vehicle households do not have access to a car – difference between trip rate for 1-car households and 0-car households)	2.1	Daily 1-Way Passenger-Trips per 0-car Household (estimated for West North Central Division)
Daily trip need of 0-car households: (# of 0-car households x mobility gap)	1,180	Daily 1-Way Passenger-Trips
Total need based on mobility gap: (Daily trip need x 300 days)	352,800	Annual 1-Way Passenger-Trip Need (est.)

Source: KU Transportation Center, 2015; TCRP Report 161, 2013; US Census, 2013.

PEER SYSTEM DESCRIPTIONS

One of the primary components of the TCRP models is comparison to peer systems. This means systems of similar communities within the same state as the system to be evaluated. In Kansas, similar communities include Finney County Senior Services in Dodge City, OCCK, Inc. in Salina, and Reno County Transit, headquartered in Hutchinson. These are all communities of less than 50,000 people who are operating fixed-route transit service.

RENO COUNTY AREA TRANSIT

Reno County Area Transit (RCAT) is a sub-division of the Reno County Government. RCAT offers deviated fixed route and demand response services with 18 vehicles, all having wheelchair lifts. Fixed-route service runs from 6:00 a.m. – 7:00 p.m. on weekdays and from 7:00 a.m. to 6:00 p.m. on Saturdays. Rural demand-response trips require a reservation 24 hours in advance. The service offers discounts to transit dependent persons, and features discounted pricing for purchasing multiple tickets in advance.

FINNEY COUNTY TRANSIT

Finney County Transit is a subsidiary of the Senior Center of Finney County. The fixed-route system operates from 6:00 a.m. - 7:00 p.m. Monday through Friday. It operates four fixed routes with buses stopping at each station every hour. The service is open to the general public, and gives fare discounts to senior citizens, persons with disabilities, low-income earners, students and children. The service also offers monthly passes and punch cards.

CITYGO SALINA/OCCK, INC.

CityGo, a partnership between OCCK, Inc., the city of Salina, and the state Department of Transportation that operates fixed-route transit within Salina City limits. The system has become the benchmark of small-city and rural transit in the state. The system covers 65 percent of the city with 11 buses, 147 stops, and fully accessible vehicles and transit stations. The service operates from 6:00 a.m. to 9:00 p.m. Monday through Friday, and from 9:00 a.m. to 5:00 p.m. on Saturdays. Buses stop every 30 minutes during peak

hours (6:00 a.m. to 9:00 a.m. and 12:30 p.m. to 6:00 p.m.) and every hour during off-peak hours (9:00 a.m. to 12:30 p.m.; 6:00 p.m. to 9:00 p.m.) The service offers single trip fairs, one-day passes, six-trip passes, and monthly passes. Children under 10 ride free while accompanied by an adult, as do Personal Care Attendants. OCCK also offers regional paratransit during bussing hours, with Saturday service only available within Salina's city limits. Med-A-Van and Non-Emergency Medical Transport are also available by advance arrangement.

Peer System Service Analysis

The analysis tools for peer comparison are presented in a worksheet format, where the following data for peer systems are entered into the tool:

- Population of service area
- Size, in square miles, of service area
- Annual vehicle-miles and/or vehicle-hours of service provided
- Nature of the operation (fixed-route, demand-response, deviated-fixed route, etc.)
- Number of one-way trips served per year
- Degree of coordination

Population of service area was taken from the 2012 US Census. For fixed-route service, the area of the base city (e.g. Hutchinson, Salina) was used, while for demand response service the area of the entire county was used. "Degree of coordination" refers to the level of transit and human-service providers interact to give consumers access to their programs. Places with a high degree of coordination might have, for example, multiple transit providers that share scheduling, fare collection, or dispatching, or human service providers that allow transit to use vehicles reciprocally. Areas with low levels of coordination have few public transit services, and transportation provision from human service providers that services their program customers exclusively without communication between each other or general public transportation providers.

Once these inputs are entered into the tool, Excel functions calculate the average and median values of passenger trips per capita, trips per vehicle-mile, and trips per vehicle-hour for each carrier and each of their service types.

The next step is to enter the population, vehicle-miles, and vehicle-hours of the proposed system in to the yellow boxes. The spreadsheet uses the proposed inputs and multiplies them by the ratios derived from peer data, giving minimum, maximum, average, and median demand estimates based on peer data.

Table 15 shows the input worksheet with peer data taken from the US Census Bureau and the RNTD, including population, geographic data, and service data from different providers. The last three rows, while not inputs into the TCRP model, show how the peer communities compare in terms of community size (population for fixed-route and area for demand-response.)

TABLE 15 PEER TRANSIT SYSTEMS DATA

Input Data from Peer Transit Systems or Existing Transit Service						
Name of Peer System	Reno County FR*	Reno County DR**	Finney County FR	Finney County DR	Salina/OCCK FR	Salina/OCCK DR
Population of Area	41,939	64,346	26,506	36,608	47,605	55,493
Size of Area Served (Square Miles)	23	1,272	9	1,303	25	721
Annual Vehicle-Miles of Service Provided	293,066	98,517	218,097	53,304	354,329	354,418
Annual Vehicle-Hours of Service Provided	18,058	5,657	13,005	4,602	26,152	14,496
Service Type (Fixed Route, Route-Deviation, Demand-Response)	Fixed Route	Demand-Response	Fixed Route	Demand-Response	Fixed Route	Demand-Response
Number of One-Way Trips Served per Year	110,127	17,932	67,386	14,263	198,796	65,911
Degree of Coordination with Other Carriers (Low, Medium, High)	Medium	Medium	Low	Low	Medium	Medium
Number of Routes:	4	N/A	4	N/A	4	N/A
Ridership/Capita:	2.63	0.28	2.54	0.39	4.18	1.19
FR: Ridership/Route DR: Ridership/SQMI	27532	1272	16847	1303	49699	721

Source: TCRP Report 161, 2012 American Community Survey, 2012 Rural National Transportation Database

*FR:Fixed-route

**DR: Demand-Response

FIXED ROUTE DEMAND ANALYSIS

Table 16 provides the output of the TCRP model's peer analysis calculation for fixed-route service. The numbers in the yellow boxes (annual vehicle-miles and annual vehicle-hours) at the top are current assumptions from Flint Hills ATA based on past implementation of fixed-route service and initial discussion of service level estimates in Junction City. The model calculates the trip rates for each population based on total population, vehicle-miles, and vehicle-hours. The mean, median, maximum, and minimum trip rates are then calculated, and multiplied by the input estimates in the top boxes, giving the number of trips for Junction City based on peer trip rates and given assumptions. Estimated ridership for the fixed-route service given the Junction City population was estimated at approximately 76,000 rides. Using assumptions of level of service measures such as number of revenue miles (200,000) and number of revenue hours (16,000) generated an estimate of 80,000 and 100,000 rides, respectively.

TABLE 16 RESULTS OF PEER DATA COMPARISON (FIXED ROUTE)

Results of Peer Data Comparison		Population	Annual Vehicle-miles	Annual vehicles-hours
Data input assumptions for a Junction City/Grandview Plaza Fixed Route Transit Service:		24,592	200,000	16,000
	Observed Trip Rates	Demand Estimate Based On:		
Peer Values		Population	Annual Vehicle-miles	Annual vehicles-hours
Trips per Capita				
Maximum	4.2	103,286		
Average	3.1	76,325		
Median	2.6	63,939		
Minimum	2.5	61,480		
Trips per Vehicle-Mile				
Maximum	0.6		120,000	
Average	0.4		80,000	
Median	0.4		80,000	
Minimum	0.3		60,000	
Trips per Vehicle-Hour				
Maximum	7.6			121,600
Average	6.3			100,800
Median	6.1			97,600
Minimum	5.2			83,200
Values estimated for Junction City/Grandview Plaza				
Maximum		103,286	120,000	121,600
Average		76,325	80,000	100,800
Median		63,939	80,000	97,600
Minimum		61,480	60,000	83,200

Small City Fixed-route Demand

While there is always an existing need for transportation or alternative transportation, the amount of this need fulfilled by transit varies from community-to-community. Transportation need is met through rides from relatives or volunteers, demand-response transit, or transit service that follows routes and schedules. All are necessary for a healthy transportation system in a community.

An alternative method developed in the TCRP model predicts small-city fixed-route transit service based on analysis of data from the Rural National Transit Database (Rural NTD,) as well as a series of workshops conducted with transportation agency representatives, collectively known as Project B-36.

The formula they derived empirically is:

Unlinked passenger-trips = (5.77 X Revenue-hours of Service) + (1.07 X Population) + (7.12 X College/University Enrollment)

Although Junction City is home to several post-secondary education campuses, TCRP recommended not using community college enrollment to predict transit ridership, since community college students often commute via traditional transportation or in non-traditional schedules. The projected 1-Way Passenger-Trips for Junction City, derived from this separate analysis is 118,600 one-way passenger trips per year. The estimate derived with this methodology is within range of the maximum estimates derived from the peer analysis for fixed-route service shown in Table 16 (ranging from 103,000 – 121,000 passenger trips).

DEMAND-RESPONSE DEMAND ANALYSIS

Table 17 provides the output of the peer analysis for demand response service. Again, based on population, average demand response trips were estimated at 15,000. With level of service estimated at 100,000 miles and 5,000 revenue hours, average ridership was estimated between 18,000 and 20,000 rides. This service, as complementary paratransit, would be required in addition to fixed-route services.

TABLE 17 RESULTS OF PEER DATA COMPARISON (DEMAND RESPONSE)

Results of Peer Data Comparison		Population	Annual Vehicle-miles	Annual vehicles-hours
Data input assumptions for a Junction City/Grandview Plaza Demand Response Transit Service:		24,592	100,000	5,000
	Observed Trip Rates	Demand Estimate Based On:		
Peer Values		Population	Annual Vehicle-miles	Annual vehicles-hours
Trips per Capita				
Maximum	1.2	29,510		
Average	0.6	14,755		
Median	0.4	9,837		
Minimum	0.3	7,378		
Trips per Vehicle-Mile				
Maximum	0.3		30,000	
Average	0.2		20,000	
Median	0.2		20,000	
Minimum	0.2		20,000	
Trips per Vehicle-Hour				
Maximum	4.5			22,500
Average	3.6			18,000
Median	3.2			16,000
Minimum	3.1			15,500
Values estimated for Junction City/Grandview Plaza				
Maximum		29,510	30,000	22,500
Average		14,755	20,000	18,000
Median		9,837	20,000	16,000
Minimum		7,378	20,000	15,500

CHAPTER 6 COMMUNITY INPUT REFLECTING TRANSIT DEMAND IN JUNCTION CITY

Responses to the community survey spanned approximately 7 months, from February 2, 2015 to August 25, 2015. The community survey used web-based and hard copy distribution throughout the community, administered locally by the Flint Hills Area Transportation Agency and the Kansas University Transportation research Center. There were a total of 261 responses, 3 of which were in response to the Spanish version.

QUESTIONNAIRE DESIGN

SurveyMonkey™ was used to create, distribute and collect responses for the Community Survey. SurveyMonkey™ is a web-based platform that allows a user to create surveys, distribute them via email and social media outlets, manually enter data from paper surveys and analyze the data upon completion.

The Community Survey began with the same introduction and disclosure statement as the Employer Survey, which included a disclosure statement consistent with Human Subject research that notified participants of the voluntary nature of the survey, the age requirement of 18 to participate and provided contact information for questions or concerns. This introduction also required them to verify their willingness to participate to continue the survey. Additionally the Community Survey was distributed in Spanish.

The Community Survey consisted of 19 questions, excluding the consent and introduction. The topics covered were use, travel training, support, placement of bus stops, and household information.

Question logic was utilized in the survey. If an online respondent answered “not likely” or “would never use it” to a question asking about their anticipated use if regularly scheduled bus routes were available in Junction City/Grandview Plaza, they were asked to respond to an abbreviated survey regarding why they wouldn’t use it and to provide some basic demographic information.

DATA COLLECTION

Two methods were employed in collecting responses for the Community Survey. The first was distribution and collection online. A web link was created for accessing the survey and posted to Facebook walls, sent in emails and displayed in ad space on Facebook. The Facebook ads were specifically targeted to Junction City and Fort Riley citizens.

The second collection method was to distribute printed surveys and input them manually. This accounted for 61 out of 261 responses for the Community Survey.

Community outreach was conducted to better support these distribution methods. Printed surveys were distributed at Walmart, where a table with information about the study was set up and on-board surveys were available during rides with the Flint Hills ATA bus. Additionally, two main community resources were informed of the study, the Work Force Center and the Geary County Senior Center, to better target the distribution of paper surveys to job-seekers and seniors.

Respondents of the Spanish surveys totaled 3 people, accounting for approximately 1.1 percent of the total survey responses. In the majority of responses, those from Spanish speaking respondents did not represent significant differences.

FINDINGS

Questions after the introduction and consent were optional, resulting in respondents skipping questions. As well, Figures 27 through 30 were part of the skip logic, directing anyone who responded "very likely" or "likely" to Figure 27, directly to Figure 31.

TRANSIT USE: QUESTIONS 3 AND 4

Figure 27 was used to determine the likelihood of participants to use regularly scheduled transit. If they answered that they would not likely or would never use transit they were directed to Figure 28 which asked them to identify why they did not anticipate using transit. Overall, 83 percent of participants anticipated using transit. Out of the remaining 17 percent who did not anticipate using transit, 76 percent said it was because they already have good access to personal vehicles.

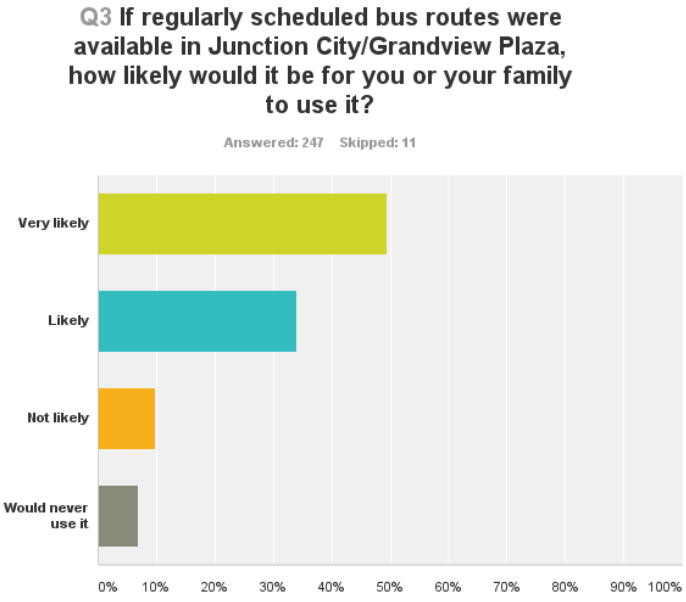


FIGURE 27 LIKELIHOOD OF USE FOR REGULARLY SCHEDULED BUS ROUTES

Seniors only account for seven percent of the total population in Junction City however, 20 percent of the total respondents to the Community survey were seniors. Seniors as a separate demographic showed higher interest than average in using transit services, with approximately 91 percent indicating that they anticipate using fixed route transit. Additionally, none of the senior participants said that they would never use it. The responses as to why they were not likely to use transit were that respondents lived out of town and that disabilities meant they were more comfortable with the door-to-door paratransit service.

Respondents who have family members stationed at Fort Riley (18 percent of total respondents) showed the highest interest in using transit services, with 93 percent indicating that they would use fixed route transit. Again, access to a personal vehicle was the main reason for not using transit.

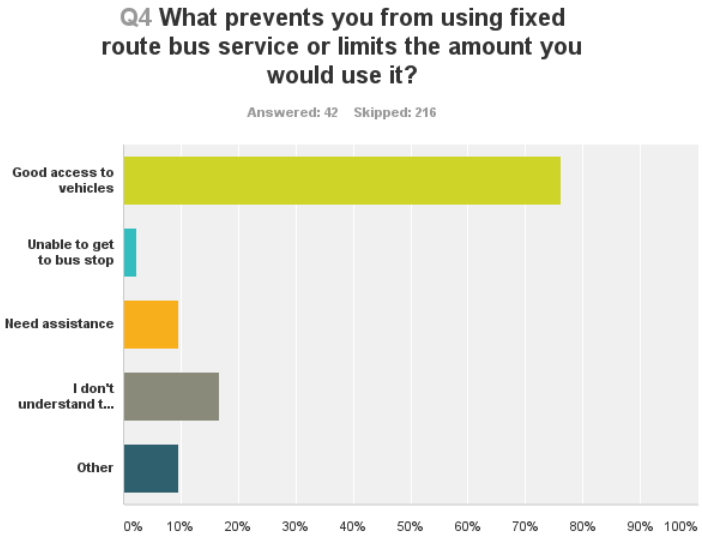


FIGURE 28 BARRIERS TO USING FIXED ROUTE BUS SERVICE

TRAVEL TRAINING: QUESTION 5

Travel training asked if participants would be interested in having someone show them how the bus system works and ride along with them once or twice to increase familiarity with transit. This question was directed to only those who said they did not anticipate using transit, accounting for the high skip rate. There was a total of 42 respondents, approximately 86 percent indicated there were not interested in travel training.

In both the senior and Fort Riley subgroups, there were only four responses to travel training. Seniors had three respondents indicate they were not interested, but families who have members at Fort Riley were the opposite with three respondents indicating they were interested in travel training.

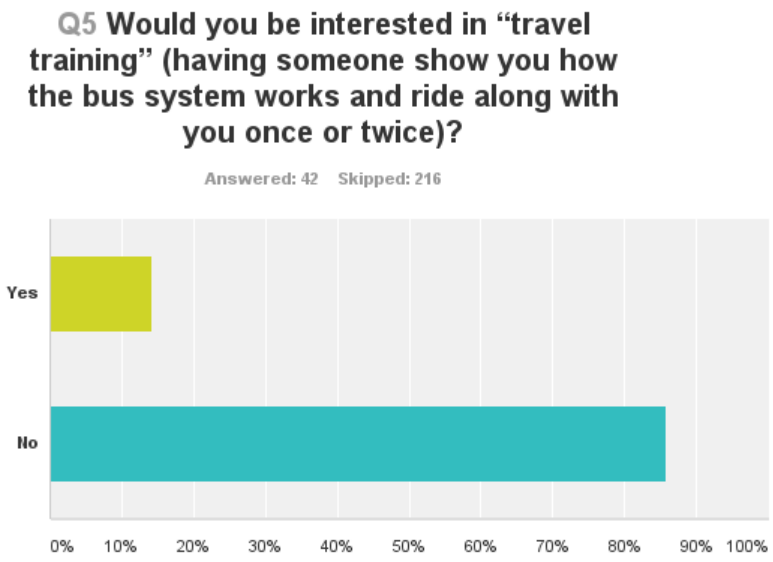


FIGURE 29 INTEREST IN TRAVEL TRAINING

SUPPORT: QUESTION 6 - 11

The following questions addressed areas of support. Figure 30 was only directed to those participants that indicated they do not anticipate using transit services, with approximately 60 percent indicating that even though they do not anticipate using the services personally, they do support the development of services for the community.

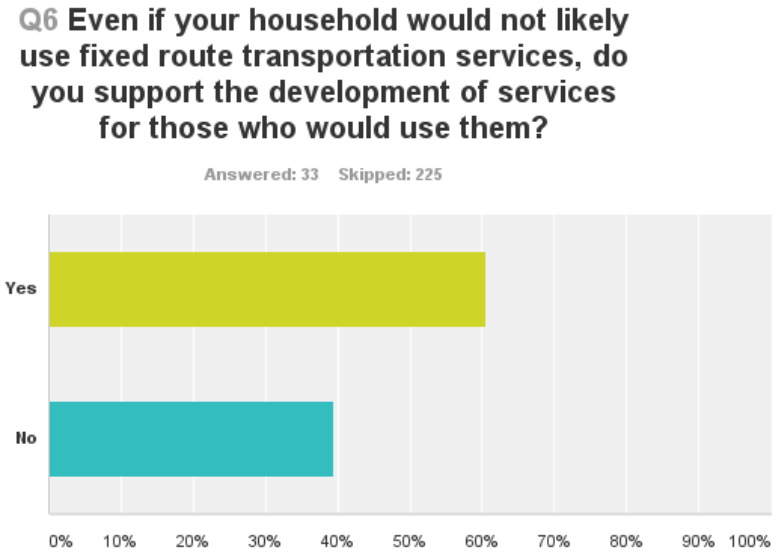


FIGURE 30 SUPPORT OF THE DEVELOPMENT OF SERVICES

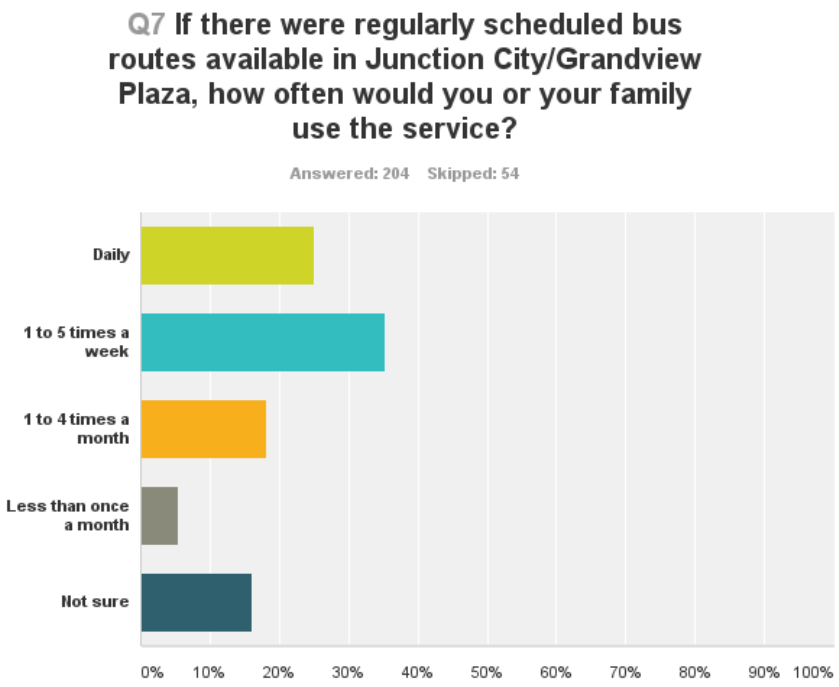


FIGURE 31 ANTICIPATED FREQUENCY OF USE OF REGULARLY SCHEDULED BUS ROUTES

Of those that answered how often they would anticipate using transit services, 60 percent indicated that they would use it at least once a week, with the majority indicating that they would require buses to stop at a bust stop hourly. However, for those respondents who have no vehicle (39 percent of respondents), 50 percent indicated they would need the bus to stop every 30 minutes. 44 percent of seniors also indicated that they would use the transit service weekly, with 24 percent reporting they would use it daily. Again, seniors indicate higher use with 68 percent responding that they would use transit at least once a week.

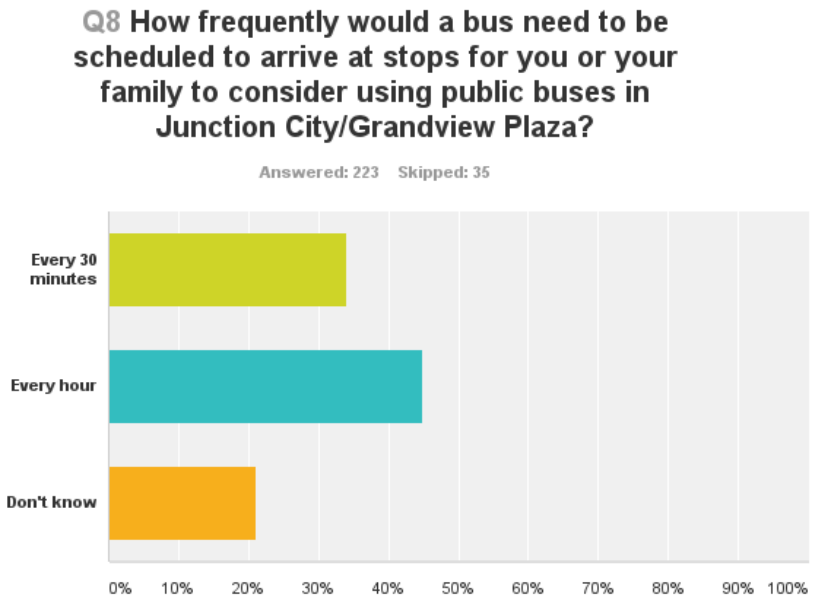


FIGURE 32 DESIRED FREQUENCY OF BUS ARRIVAL AT STOPS

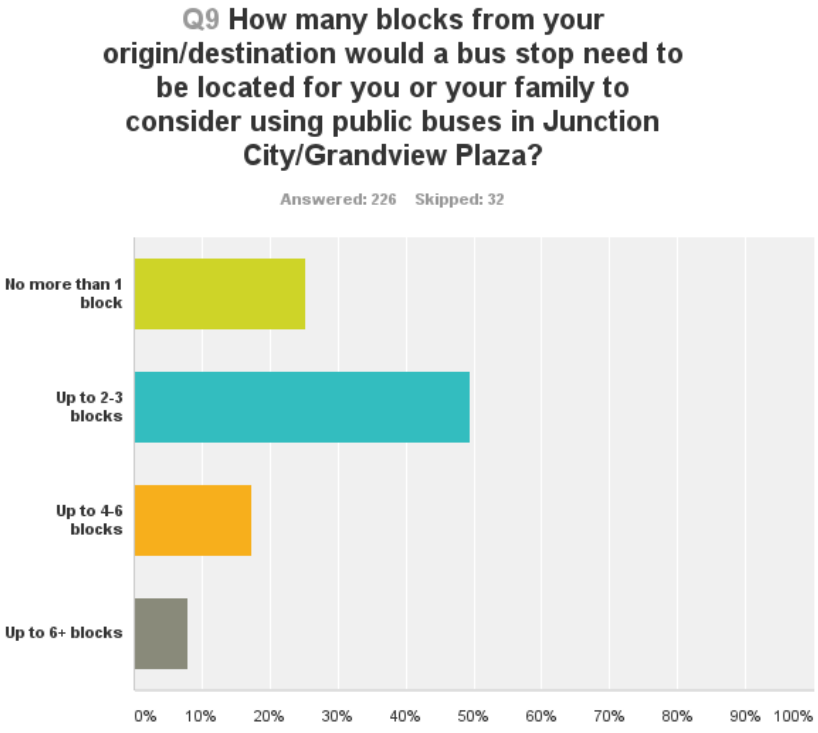


FIGURE 33 DESIRED PROXIMITY OF BUS STOPS

The most common distance people would be willing to walk to get to a bus stop was two to three blocks, with the second highest response being up to a block, seen in the senior and Fort Riley populations as well. For respondents who do not have access to personal vehicles though, 60 percent responded that a bus stop would need to be no more than a block from their origin or destination.

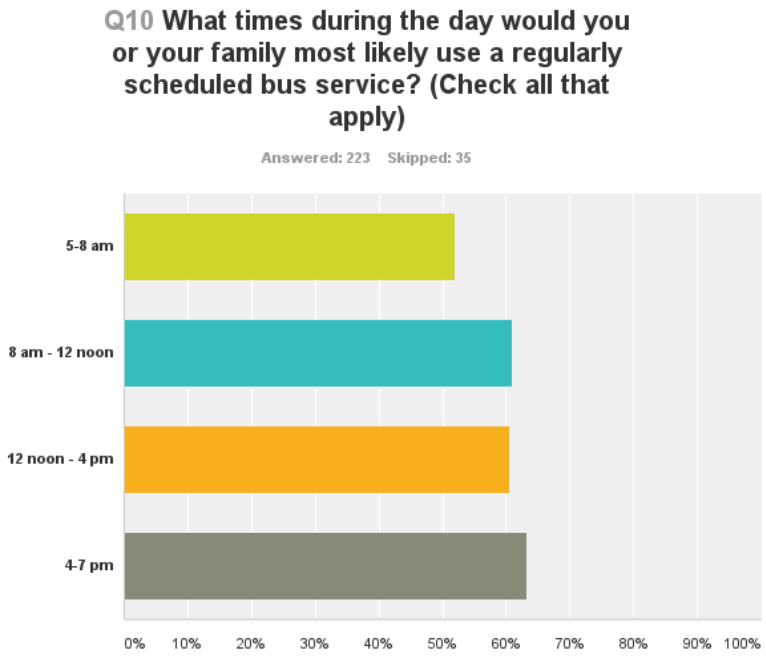


FIGURE 34 ANTICIPATED USE DURING TIMES OF DAY

Participants also selected time frames of when they would anticipate using transit. The evening block from 4 p.m. to 7 p.m. was the highest with 63 percent of respondents selecting it, however the other blocks of time were close, indicating a steady use throughout the day. Seniors responded that they would most likely use transit services from noon to 4 p.m. and the Fort Riley population was truly split between two timeframes, with even distribution on the noon to 4 p.m. timeframe and 4 p.m. to 7 p.m. timeframe. For the three individuals responding to the Spanish language survey, the desired hours of use were earlier than the general community respondents (5 a.m. – 8 a.m.). However, the sample size is so small for Spanish-language respondents, it is not possible to draw definitive conclusions regarding overall desired hours of service.

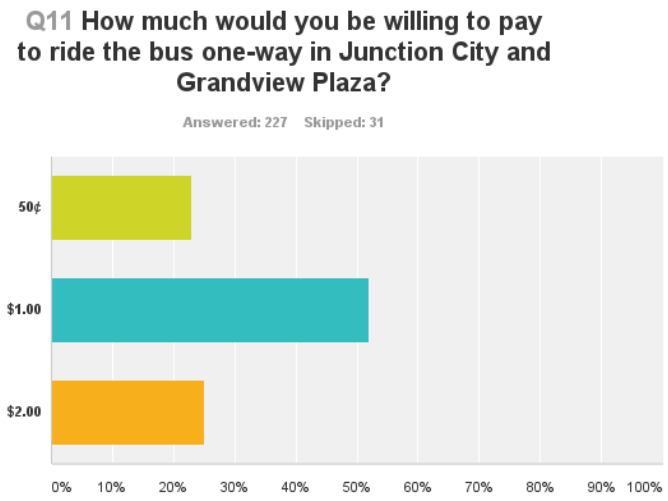


FIGURE 35 WILLINGNESS TO PAY FOR REGULARLY SCHEDULED SERVICE

The general responses show that just over one half of respondents are willing to pay $1.00 one way, with the other half split between $.50 and $2.00. Seniors also show a slightly higher wiliness to pay, with the majority (47 percent) indicating they would pay $1.00, followed closely by 41 percent of participants who would pay $2.00.

BUS STOP PLACEMENT: QUESTIONS 12 – 17

The following questions asked participants to indicate areas within the community that would be important to them to have a bus stop; respondents were allowed to mark all that applied, allowing multiple answers per respondent. Walmart and Dillon's were nearly tied in importance, with less than one percent separating them. Approximately 91 percent of respondents indicated those locations as a priority for a stop.

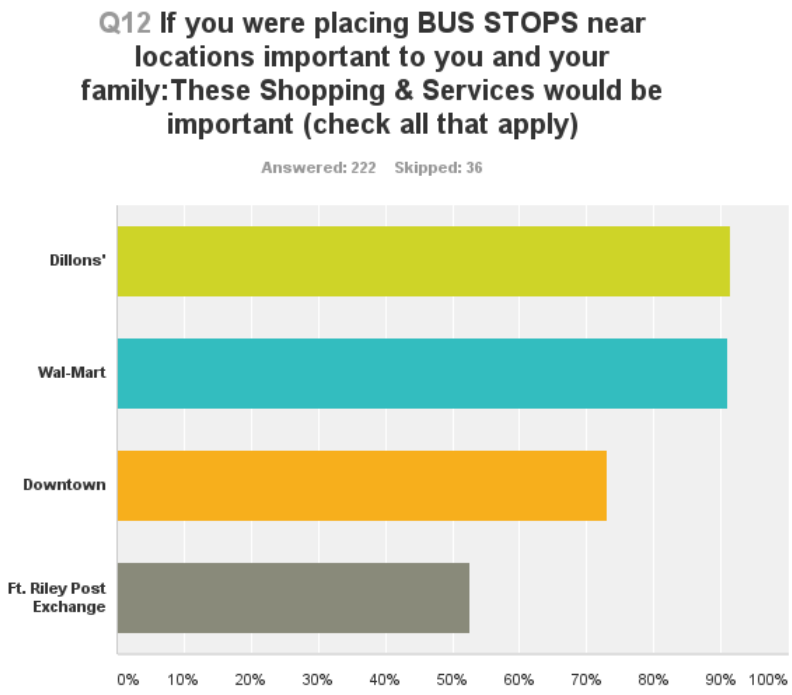


FIGURE 36 BUS STOPS AT IMPORTANT SHOPPING AND SERVICES

Community resources were also prioritized as important destinations, with Geary County Schools and the Geary County Courthouse at the top of the list. However among those families with members stationed at Fort Riley, the Fort Riley Trooper Gate was second to the Geary County Schools.

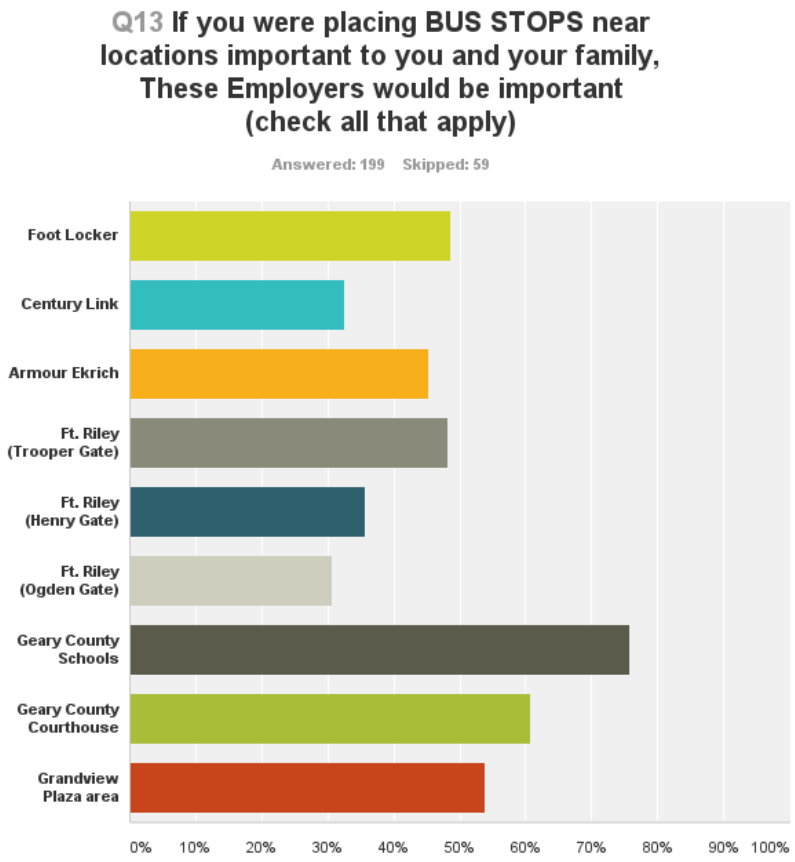


FIGURE 37 BUS STOPS AT IMPORTANT EMPLOYERS

For educational related bus stops, the Junction City High School was the most chosen, representing 72 percent of responses, followed by Cloud Community College and the Junction City Middle School.

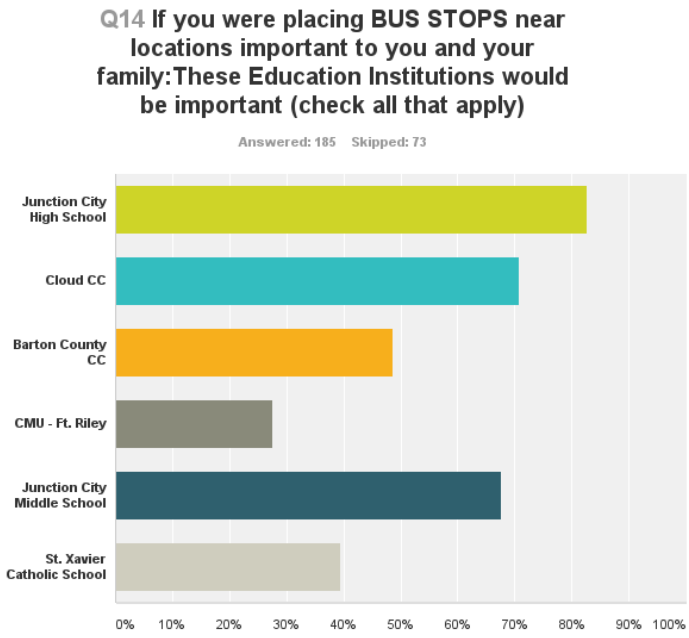


FIGURE 38 BUS STOPS AT IMPORTANT EDUCATION INSTITUTIONS

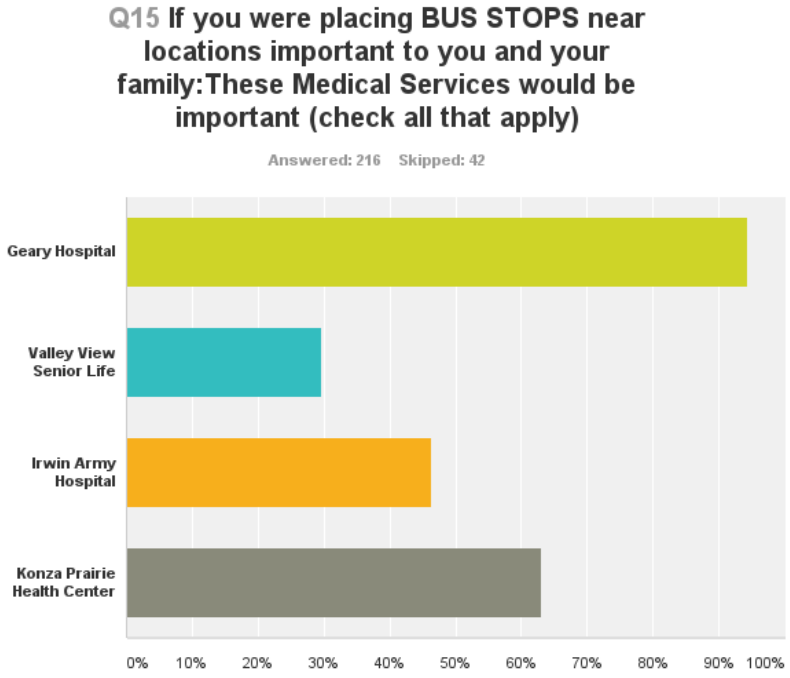


FIGURE 39 BUS STOPS AT IMPORTANT MEDICAL SERVICES

Geary County Hospital ranked the highest among healthcare providers, with the Konza Community Health Clinic as second. Approximately 97 percent of seniors chose the Geary County Hospital. However, among participants who have family members stationed at Fort Riley, after the Geary County Hospital, they indicated the Irwin Army Community Hospital as important. For bus stop placement at cross streets, there were no large majorities.

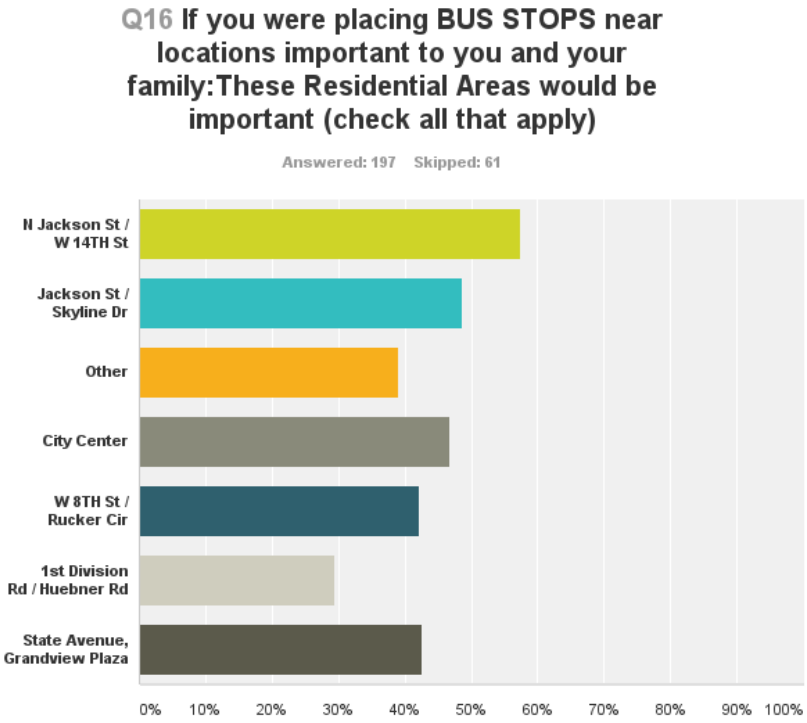


FIGURE 40 BUS STOPS AT IMPORTANT RESIDENTIAL AREAS

Figure 41 allowed for suggestions for the bus stops, which received 80 comments in total, the majority of which indicated desired locations and general support for the project.

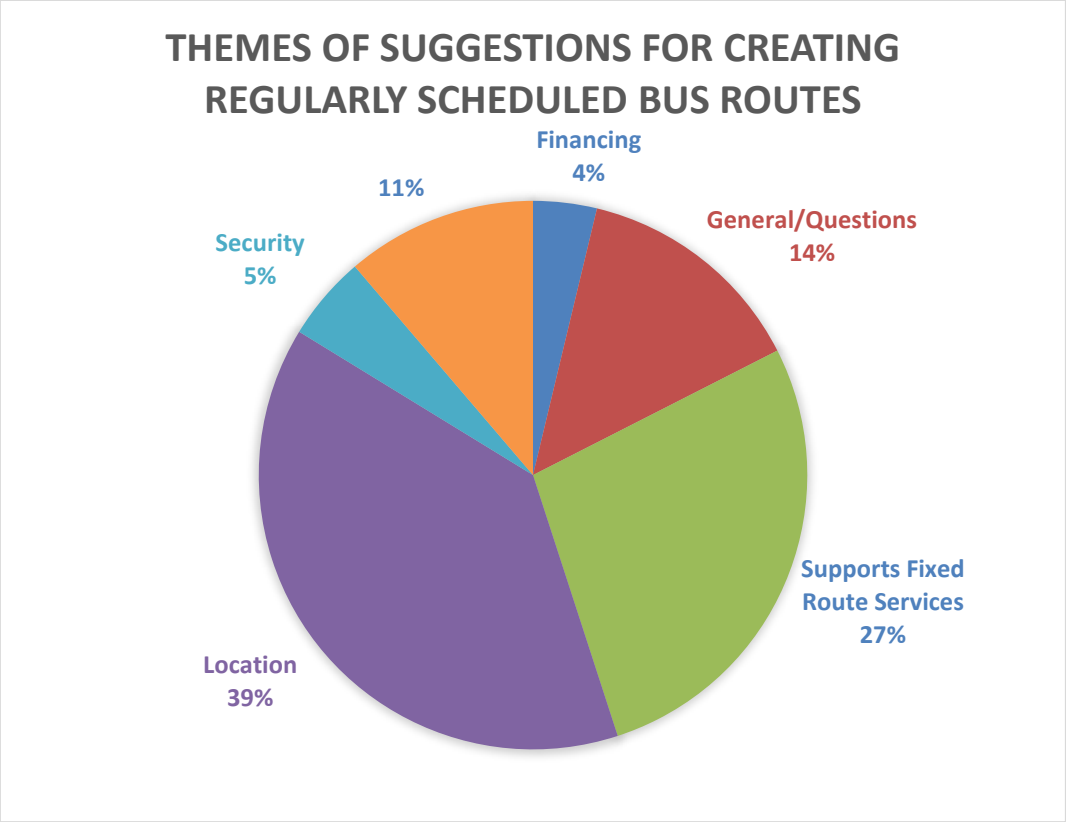


FIGURE 41 THEMES OF SUGGESTIONS FOR CREATING REGULARLY SCHEDULED BUS ROUTES

HOUSEHOLD INFORMATION: QUESTIONS 18 - 21

Household information was used to better understand the participants' potential needs for transit and other factors that may influence their answers. Figure 42 identified how many people live in their household, offering the options of one, two, three, four or more people. Each option increased, with single family homes receiving 11 percent of responses to homes with four or more people receiving 42 percent of responses. However, among respondents who have members stationed at Fort Riley, 60 percent indicated that they had a family size of four or more people.

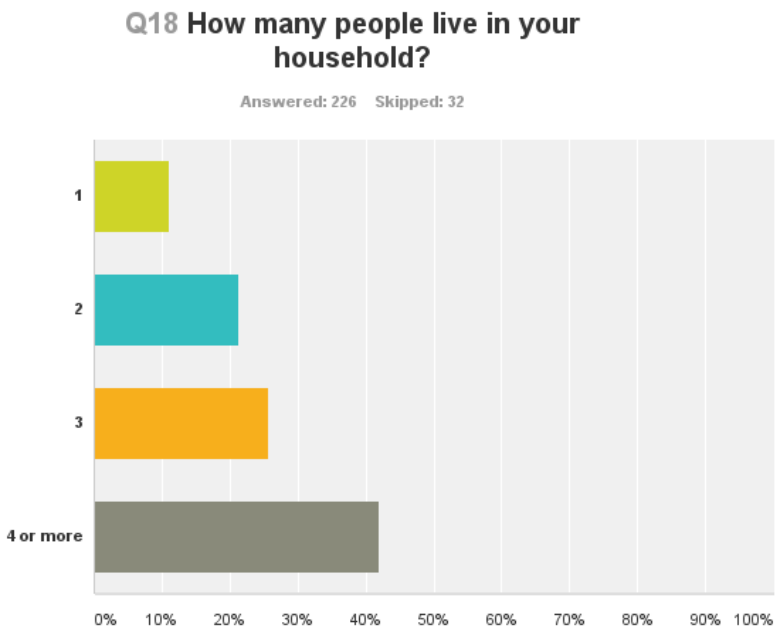


FIGURE 42 NUMBER OF PEOPLE IN HOUSEHOLDS

Seniors had a higher percentage of single family homes, represented at 21 percent, however the most common household for seniors was 4 or more (55 percent) which could suggest multi-generational family structures. Of those who did not have access to a vehicle, there was a significantly higher incidence of single family households (32 percent). 48 percent of senior respondents also indicated they had at least two functioning private vehicles in their household.

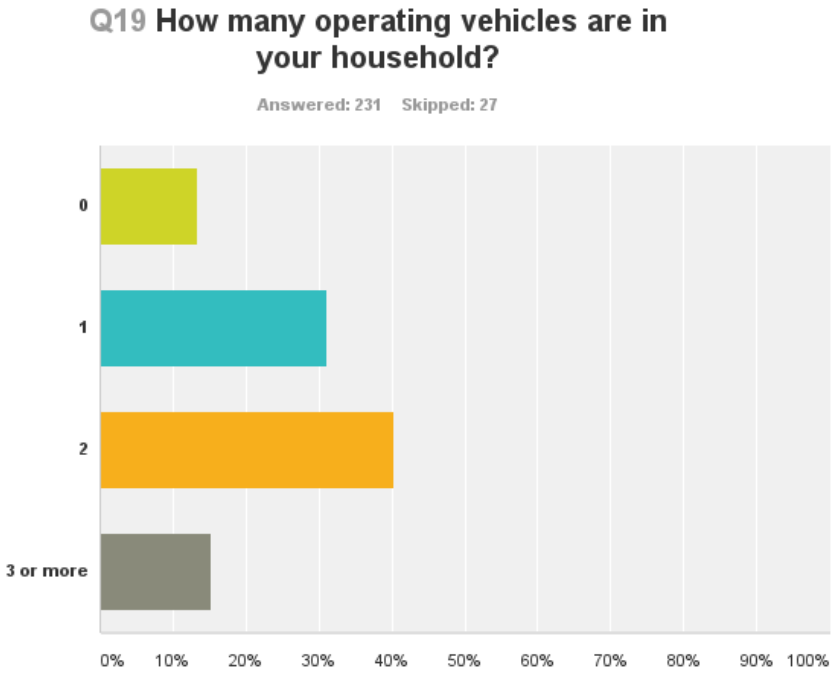


FIGURE 43 NUMBER OF OPERATING VEHICLES IN HOUSEHOLD

Additionally, 55 percent of respondents had at least two functioning cars in their household, contrasted with 13 percent who had no access to a private vehicle. Families with members stationed at Fort Riley were slightly higher, with 74 percent indicating they had at least 2 functioning cars. Also, the majority of respondents do not have anyone over the age of 65 living in their home, and neither do they have someone in their family who is posted on at Fort Riley.

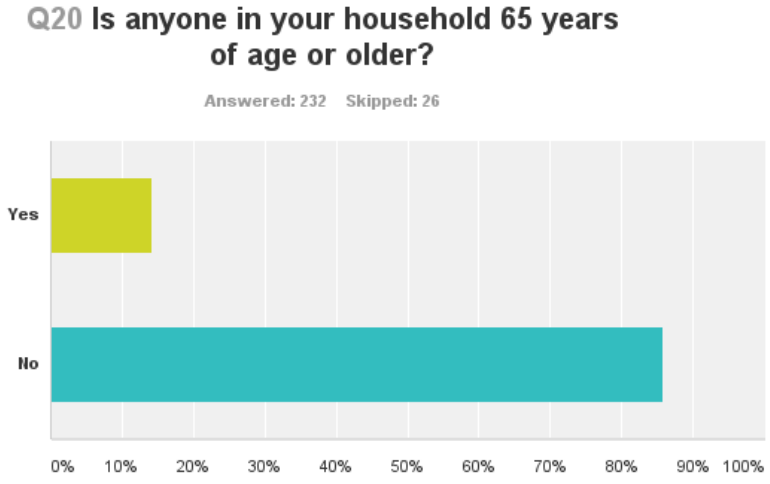


FIGURE 44 HOUSEHOLD MEMBER 65 YEARS OR OLDER

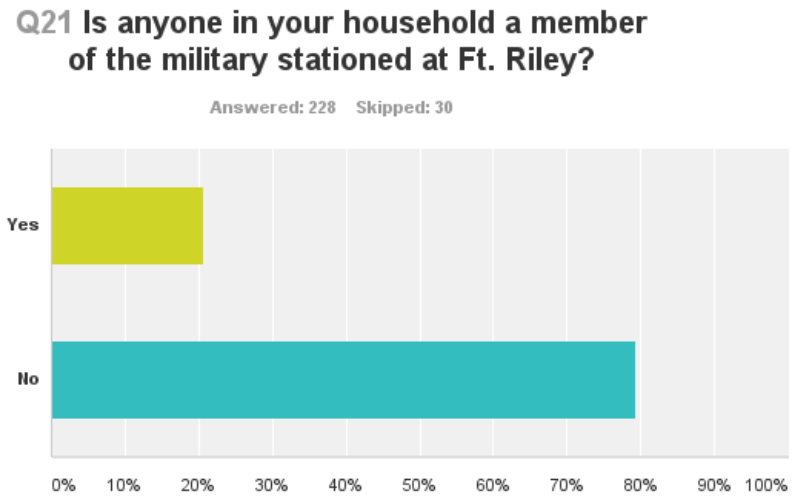


FIGURE 45 HOUSEHOLD MEMBER STATIONED AT FORT RILEY

COMMUNITY INPUT CONCLUSIONS

Based on the information gathered from the Community Survey, there is a reported desire for fixed-route service, even among those who do not anticipate personally using the services (61 percent), with seniors (91 percent) and families who have a member stationed at Fort Riley (93 percent) demonstrating a higher than average anticipated use. Timeframes preferred are centered on the noon to 4 p.m. and 4 p.m. to 7 p.m. timeframes; Spanish speaking respondents were outliers in that all three respondents indicated the 5 a.m. to 8 a.m. timeframe was most important. All demographics had the majority indicate they would use transit weekly and that $1.00 was the average wiliness to pay.

CHAPTER 7 ROUTE DESIGN PRINCIPLES AND POTENTIAL ROUTE TYPES

DESIGN PRINCIPLES

When planning and designing routes for transit service, the needs of the rider is the first thing to be kept in mind, as well as the efficiency of operation. This begins by determining areas of service, route shape or form, the number of vehicles serving each route, and the type of fare structure to be used.

Here are some basic principles that guide the route design process:

- *Straight and Direct Routes*. Routes should, as much as possible, be as intuitive as possible for transit customers to use. Though rural areas usually require less direct routes, design should strive to limit the amount of travel time across the route.

- *Predictable Headways and Schedule*. "Headway" is the amount of time between buses running the same route at a given stop. Headway should be the same at each stop, ideally 15, 20, 30 or 60 minutes in duration, making the schedule easy to remember.

- *Sound Policy for Route Deviation*. In the case of deviated fixed-routes, deciding on a maximum deviation distance (usually ½ to 1 ½ miles) and the maximum number of deviations helps keep route scheduling on-time and predictable.

- *Optimum Number of Stops*. Stops should serve an area within walking distance ("a five-minute walk"), usually a ¼ mile radius around the stop. This means stops should be no more than ½ mile from one another, ideally with 6-10 scheduled stops for every mile on the route.

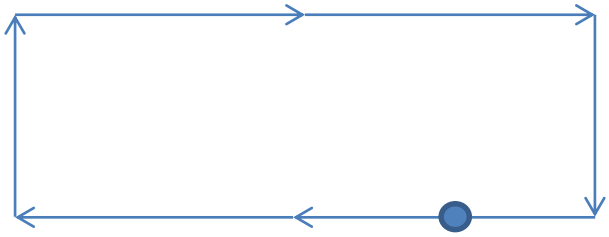
- *Optimal Number of Vehicles per Route*. The optimal number of vehicles is a balance between the level of service desired and the number of vehicles available. The number of vehicles necessary for each route is calculated by taking the average time for a complete run of the route, adding 10 percent onto that time for potential delays and driver breaks, then dividing the total run time by the frequency. For example, a route that takes 40 minutes to run, including breaks, with a 20 minute headway requires two vehicles.

- *Relevant and Scaled Fare Structure*. Fixed-route service has the lowest operating cost per rider—and demand-response, the highest—so fixed-route and demand-response services have the lowest and highest fares respectively. Deviated fixed-route has three fare levels depending on how the customer boards and alights the vehicle: the lowest fare for getting on and getting off at scheduled stops, a higher fare for being picked up or dropped off at an unscheduled stop (1 route deviation,) and the highest fare for getting both picked up and dropped off at unscheduled stops (2 route deviations.)

ROUTE TYPES

Loop or Cycle Route: Buses travel in only one direction in a circular fashion. For low density areas, this allows a minimum level of service to be maintained, and allows many trips generators and passenger destinations to be accessed with fewer need to transfer (See Figure 46).

FIGURE 46 LOOP ROUTE

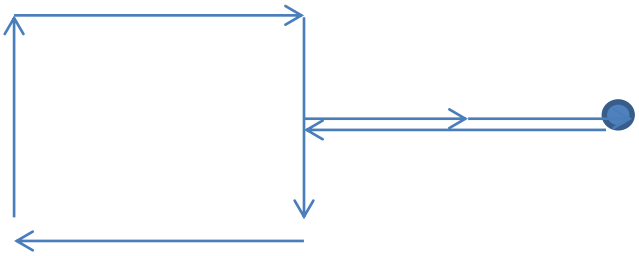


Trunk Route: This route travels two ways along a single alignment, allowing very dense, high traffic areas to be served as directly as possible. This routes usually travel along an arterial street with high levels of trips generators and passenger destinations. (See Figure 47)

FIGURE 47 TRUNK ROUTE

Trunk with Loop End: A common combination of trunk and loop routes which allows greater coverage on either end of the route while still allowing direct service in the middle of the route. (See Figure 48).

FIGURE 48 TRUNK ROUTE WITH LOOP END



Radial Network: A transit route system that converges at a central transfer point. This is a good design if there is a central business district or other area of town that generates a high proportion of trips.

Pulse System: This is a Radial Network that features a majority, if not all, of the routes arriving to the central transfer point at the same time. This allows for very easy transfers and intuitive schedule-keeping across the whole system. However, it does require a large central facility able to hold as many buses as there are routes, and is very uncommon in rural areas.

Table 18 provides a basic description of each type of fixed route design type, with pros, cons and suitability for a small urban community.

TABLE 18 BUS ROUTE TYPES

Route Type	Description	Pros	Cons	Suitability
Loop or Cycle Route	Route follows a circular route.	Can provide a large area with minimal service.	Usually creates longer trips for passengers.	Medium/High
Trunk with loop end	Most of the route is an arterial street with a loop at the end.	Can provide straight direct service for most of the route, and still cover a large service area.	Can still create longer trips for some passengers	High
Pulse System	Routes arrive and depart from central transfer point at the same time	Easier passenger transfer from bus to bus	Needs large facilities for many buses at one time. Not common in rural areas	Low
Radial Network	Routes converge on a central transfer point	Passengers can transfer from bus to bus.	May have to wait a significant time for the next arriving bus.	Low
Terminal or Trunk Route	Route runs along arterial street.	Straight and direct route convenient for passengers.	Needs an arterial street with both high passenger generators and destinations	Medium

Source: City of Salina Route Study, Final Report, 2008

OTHER ROUTE DESIGN TERMS

Flag Stop: A flag stop is an unscheduled transit stop made when a passenger makes a signal for a stop to the bus driver while standing along the route. This is not a standard function in transit, but can be implemented through operator policies that allow customers to "flag" the bus along portions or the entirety of the route. The safety of the stop is determined by the driver, who can decide not to stop or can stop in a safer, alternative location nearby.

Layover: Layover is time built into the schedule at the end of the route for the driver to rest or break before starting another cycle of the route. The amount of layover time depends on contractual and labor agreements within the transit system.

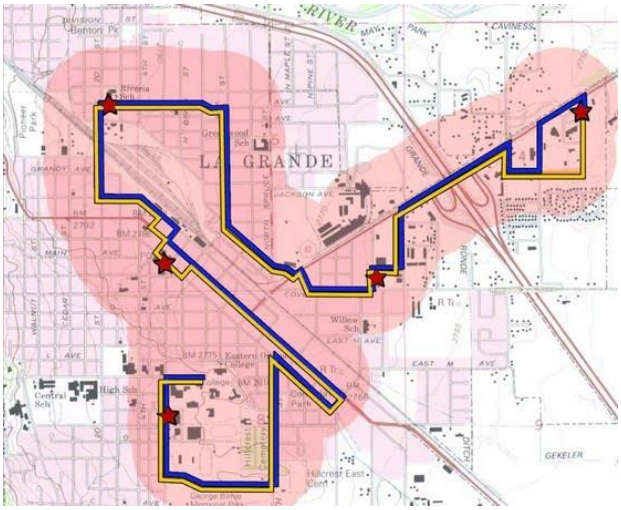
Recovery Time: Recovery time allows the vehicle to catch up in case of prolonged stops or other delays. Some recovery time, like a layover, is often scheduled for the end of a route, but is a different provision in the transit schedule. If a bus is early to a recovery time point, for example, it will wait there until the departure time matches that of the schedule. If it arrives late, however, it will obey normal stopping procedures.

Timing Point: A timing point is a stop where recovery time is scheduled. Customers arriving early to timing points are guaranteed to board the bus on time. If a bus is late to a timing point, it has no recovery time, and will proceed to the next stops normally until the next timing point in order to match the bus schedule.

Blocking: Blocking is the act of assigning vehicles to a certain route for certain service hours. Specific vehicles are assigned to certain blocks of time based on service needs and driver availability.

Headway: Headway is the length of time between two different on-time buses running the same route. This is equivalent to the amount of time customers must wait to catch another on-time bus if they miss a bus at a given stop. A common rule-of-thumb is that customers should expect a wait time equal to half of the headway time.

FIGURE 49 EXAMPLE AREA OF COMPLEMENTARY PARATRANSIT



Source: neotransit.com

COMPLEMENTARY PARATRANSIT

The Americans with Disabilities Act (ADA) requires public transit systems receiving federal funding operating fixed-route service to provide complementary paratransit service along within a ¾ mile radius of the route. Complementary paratransit is demand-response service that allows qualifying customers with disabilities to travel from "door-to-door." The system must operate during the same hours as the fixed-route service, and may charge up to twice the fixed-route fare to qualified individuals.

The service is only mandatory when no other paratransit service exists within the ¾ mile service corridor area, as long as the vehicles used for the paratransit service are ADA compliant and are appropriately equipped. If the service charges a fare, it must be no more than twice the fixed-route fare within the ¾ mile service corridor. If the service is deviated fixed-route, complementary service is not necessary if deviations of ¾ of a mile are allowed, if the vehicles meet ADA paratransit requirements, and if customers qualifying for complementary service are not charged more than twice the normal fare for the two deviations required to make the trip. If a normal deviation is less than ¾ mile, the complementary paratransit fare may be charged.

The eligibility criteria for complementary paratransit are set by the ADA, but the qualification process is determined by the transit provider and the community. In brief, the three categories for eligibility are:

1. Inability to Navigate the System Independently
2. Need for and Accessible Vehicle
3. Obstacles Prevent Safe Travel to the Transit Route

Flint Hills ATA has an ADA eligibility process in place for Riley County, and may be the best source for planning and implementing the eligibility and application process.

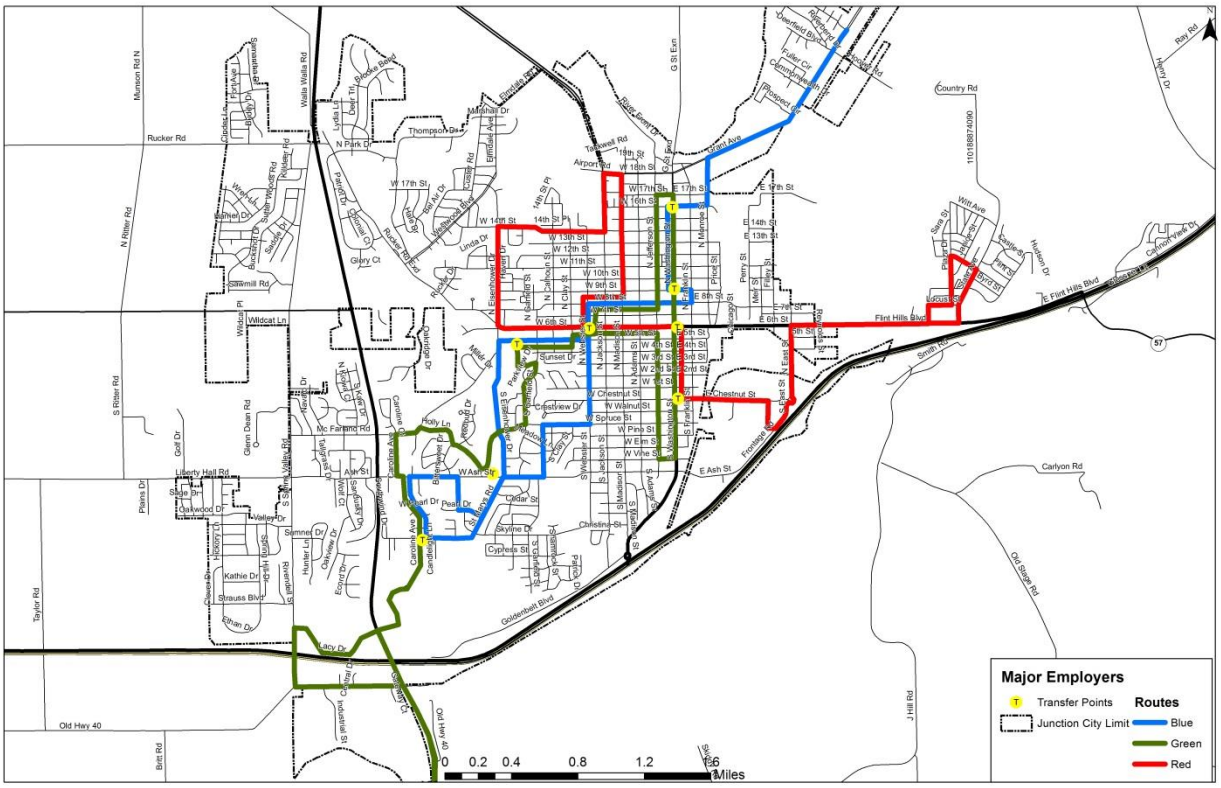
(Source: Easter Seals "What is ADA Complementary Paratransit; DREDF Topic Guide 3)

CHAPTER 8 FORMULATING ROUTE ALTERNATIVES

The major employers and attractions in Junction City are located along certain axes which align with commercial, residential, and industrial corridors in the Junction City-Grandview Plaza area. These axes are essentially east-west and north-south in nature. In Figure 50 the Red, Blue, and Green Routes are identified. The Red route connects Junction City with Grandview Plaza, as well as the Chestnut commercial corridor, 6th Street, and the Junction City High School Area. The Blue Route connects the hospital and nearby health facilities, multi-family housing, the 6th street corridor, the downtown and courthouse areas, and the northeast residential areas of Junction City. The Green route is longest and connects residential areas in the southwest, the major industrial and service employers in the southeast, and the areas of eastern Junction City along Washington and Jackson.

The routes shown attempt to connect the major employment, residential, and commercial areas of the city, while maintaining a schedule conducive to transferring between lines. The transfer points are shown below in yellow with black "T's" in the center. The main transfer point the routes are designed to converge on is in the 6th and Webster area.

FIGURE 50 PREFERRED ROUTE ALTERNATIVES



After basic route areas were identified, preliminary route concepts were developed and tested. After two rounds of testing via automobile, the routes in Figure 50 emerged as the ideal candidates. Along with these routes, a basic timetable was devised using time recording from the second testing. A third test was then conducted to refine these timetables, which are shown in Tables 19-21. Red and Blue as the primary routes maintain a large margin of error for dwell times and picking up passengers. The Green route, being the tertiary route, has less time for stops, but covers a large area in its westbound end. The timetables are not final, but exhibit how the routes perform under basic conditions.

The “STOP” column is a nominal location of the stop, the “Depart” column represents the time elapsed on a clock for each cycle of the route, “Time TO” refers to the travel time between departure and arrival of each stop, “Dwell Time” refers to the time a bus will wait at the stop before departure, “Timing Points” are places along the route where the bus will “dwell” to maintain on schedule and where scheduled departure times are printed, and the “Transfer” column shows where the route coincides with other routes and transfers are possible. The timetables were built in Microsoft Excel and the departure time is a simple addition of departure, travel, and dwell times. The striped “Transfer” blocks refer to the intersection of all three routes, and blocks of a single color indicate a single route intersection and its color.

TABLE 19: RED ROUTE TIMETABLE

STOP	Depart	Time TO (m:ss)	Dwell Time	Timing Points	Transfer
Dillon's	0:00	00:00			
Goodwill	0:01	01:30			
JCHS	0:02	01:00			
11th and Eisenhower	0:03	00:30			
14th and Parkside	0:03	00:30			
14th and Jackson	0:05	01:30			
18th and Jackson	0:06	01:00		TP	
13th and Madison	0:07	01:45			
8th and Madison	0:09	01:15			
Dillon's	0:15	01:30	0:05	TP	
6th and Adams	0:17	01:30			
Memorial Park East	0:18	01:15			
1st and Washington	0:19	00:45			
Dollar General East	0:20	01:00			
Chestnut South	0:21	01:00			
Walmart	0:22	01:00		TP	
Flint Hills South	0:26	04:30			
GP Comm. Center	0:28	01:30			
Flint Hills North	0:29	01:00			
Walmart	0:33	04:00			
Chestnut North	0:34	01:15			
Chestnut and Washington	0:35	01:00			
6th and Washington	0:36	01:30			
Dillon's	0:44	02:30	0:05	TP	

TABLE 20: BLUE ROUTE TIMETABLE

START	Depart	Time TO (m:ss)	Dwell Time	Timing Points	Transfer
Dillon's	0:00	00:00			
3rd and Webster	0:01	01:30			
Elm and Webster	0:02	01:00			
Sheridan and Garfield	0:03	01:15			
Ash and Countryside	0:04	00:50			
Hospital	0:05	00:55		TP	
St. Mary's	0:06	01:00			
Caroline and Pearl	0:07	01:15			
Ash and Windwood	0:09	01:30			
Valley View	0:10	01:00			
Hospital	0:11	01:30		TP	
Spruce and Eisenhower	0:13	01:15			
Playground Park	0:14	01:00			
Dillon's	0:21	02:00	0:05	TP	
7th and Jefferson	0:22	01:45			
8th and Franklin (Courthouse)	0:24	02:00			
11th and Washington	0:25	01:00			
16th and Washington	0:26	00:50			
16th and Monroe	0:27	01:00			
Grant and Commonwealth	0:31	03:30			
Grant and Prospect	0:32	01:00			
Grant and Monroe	0:33	01:00			
16th and Washington	0:34	01:15			
9th and Washington (Downtown)	0:36	02:00			
Dillon's	0:43	02:30	0:05	TP	

TABLE 21: GREEN ROUTE TIMETABLE

START	Depart	Time TO (m:ss)	Dwell Time	Timing Points	Transfer
Dillon's	0:00	00:00			
4th and Garfield	0:01	01:40			
Rimrock and Bunker Hill	0:02	00:55			
Meadow Lane and Bunker Hill	0:03	00:45			
Geary Co. Health Dept.	0:04	01:30		TP	
Holly Lane and Tamerisk Drive	0:06	01:20			
Cloud CC	0:07	01:30			
Pawnee Mental Health	0:09	01:30			
Pearl and Caroline	0:09	00:40			
St. Mary's and Caroline	0:10	00:35			
Bluff's North	0:15	00:30	0:05	TP	
Bluff's South	0:16	00:45			
Armour Ekrich	0:18	01:40			
Lacy and Spring Valley (Call Center)	0:19	00:45			
Footlocker	0:23	04:00		TP	
Bluffs South	0:25	02:00			
Bluffs North	0:25	00:30			
St. Mary's and Caroline	0:26	00:30			
Pearl and Caroline	0:26	00:40			
Pawnee Mental Health	0:27	00:30			
Cloud CC	0:28	01:30			
YMCA	0:29	00:45		TP	
Holly Lane and Tamerisk Drive	0:30	00:45			
Geary Co. Health Dept.	0:31	01:00			
Burke and Eisenhower	0:32	01:15			
Spruce and Countryside	0:33	00:45			
Bunker Hill and Garfield	0:33	00:30			
4th and Garfield	0:34	00:30			
Dillon's	0:40	01:30	0:05	TP	
8th and Jefferson (Library)	0:43	02:30			
12th and Jefferson	0:44	00:45			
17th and Jefferson	0:45	01:00			
16th and Washington	0:45	00:35			
11th and Washington	0:46	00:50			
Memorial Park	0:48	01:35		TP	
2nd and Washington	0:48	00:30			
Chestnut and Washington	0:49	00:30			
Pine and Washington	0:49	00:30			
Vine and Washington	0:50	00:30			
Spruce and Jefferson	0:50	00:50			
Chestnut and Jefferson	0:51	00:20		TP	
1st and Jefferson	0:51	00:30			
4th and Jefferson	0:52	00:30			
6th and Adams	0:52	00:30			
Dillon's	0:59	01:30	0:05	TP	

In order to determine the effectiveness of the routes, the preferred and preliminary routes were examined in ArcGIS using geoprocessing to determine the population living within ¼-mile of each route, which is the distance deemed acceptable for riders to walk to a bus stop, based on Census data. Table 22 shows the results of this analysis. Since the routes could potentially be implemented in a piecemeal fashion (with one or two routes being added at once,) the analysis is helpful in identifying the routes with the largest service area. As evidenced in the table, the primary Red and Blue Routes show 16,280 people living within ¼-mile area around the route, based on 2013 American Community Survey estimates. Adding the third route adds only approximately 1,000 people, but is vital to connecting transit users with local employers.

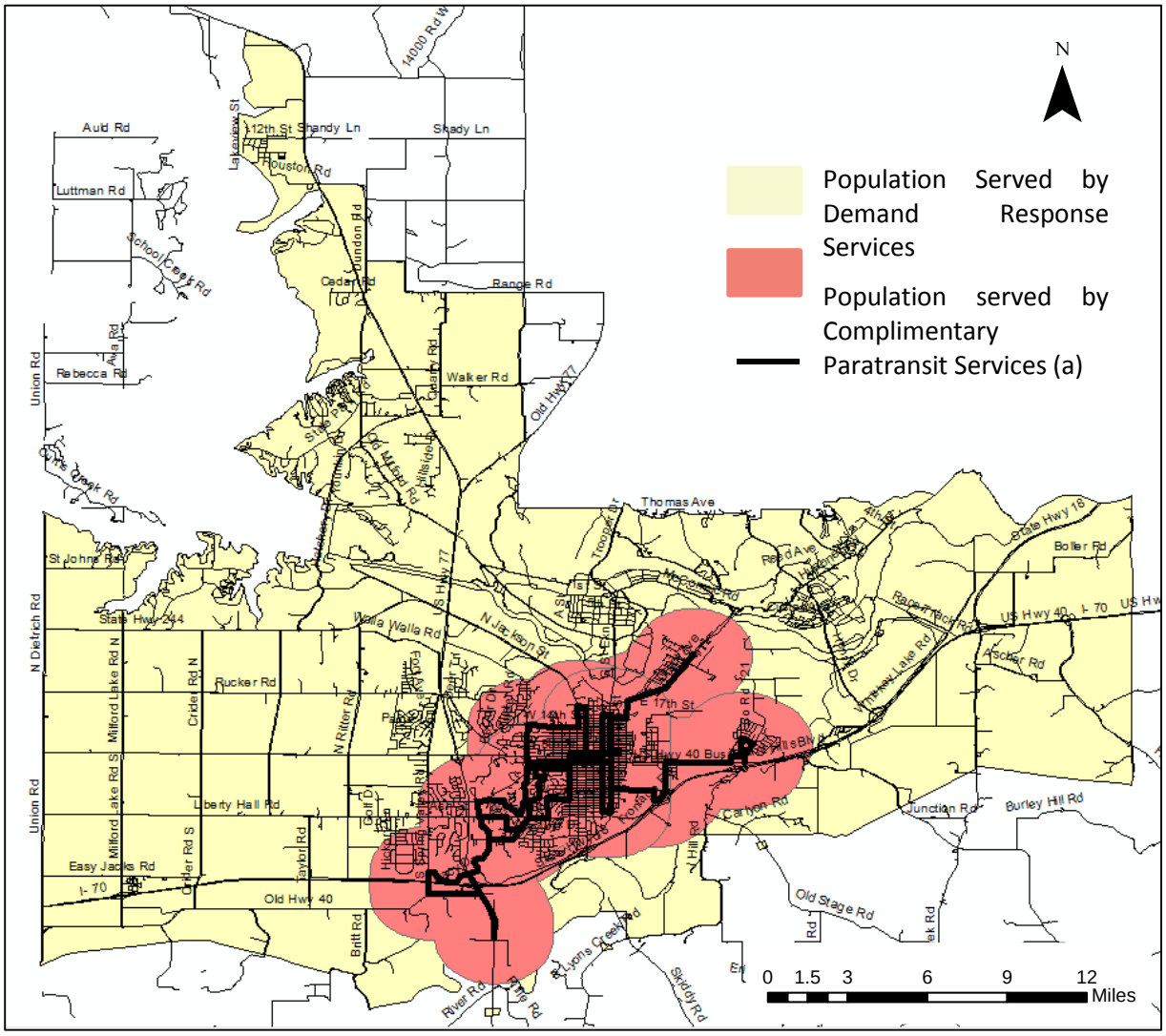
TABLE 22: POPULATION SERVED BY POTENTIAL ROUTE ALIGNMENTS

ROUTE	POPULATION SERVED	PERCENTAGE OF POPULATION SERVED (a)
Blue Only	12,354	48%
Red Only	9,321	36%
Green Only	11,681	45%
Blue and Red	16,280	63%
Blue and Green	14,563	56%
Green and Red	14,535	56%
All Three Routes	17,220	67%
Total Population (Junction City &Grandview Plaza)	25,891	

(a) Population living within ¼ mile of the route.

Table 22 emphasizes the percentage of population within walking distance of the bus routes, however Figure 51 demonstrates the coverage with ADA complimentary services. The first layer, shown in light red, indicates the population that is served by complimentary paratransit services, which are within ¾ miles of the bus routes. The second layer, shown in light yellow, demonstrates the population that is served by demand response services. Ultimately, the implementation of fixed routes would increase the access to 67 percent of the population, those who live within ¼ mile of the routes. However, it would not decrease coverage outside of the route area; complimentary paratransit and demand response services would remain intact.

FIGURE 511: COVERAGE OF ADA COMPLIMENTARY SERVICES FOR GEARY COUNTY

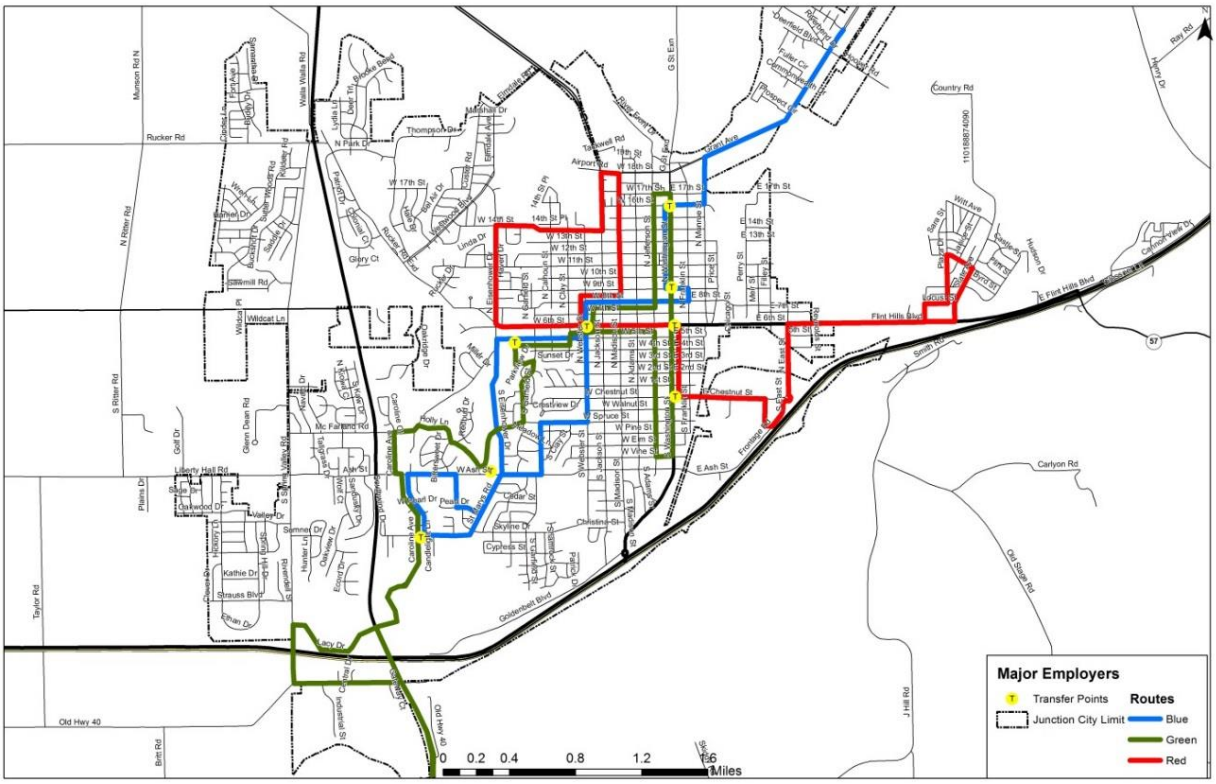


(a) Population living within ¾ miles of the route.

CHAPTER 9 FINANCIAL ESTIMATES FOR POTENTIAL ROUTES

Three proposed routes were examined along with an estimate for continued demand response service to create operational cost projections based on hourly and per mileage costs. Figure 52 provides a map of the three preliminary route alignments. Five alternatives were provided for the hourly timetable which would have the most significant change in costs due to the associated labor costs.

FIGURE 52: PROPOSED JUNCTION CITY FIXED TRANSIT ROUTES



SCHEDULE ASSUMPTIONS

- Scheduling for a complete roundtrip on each route is set at one hour, including dwell time at the terminus and at the transfer point.
- Each route will function as a fixed route.
- The current service provided by the City-Wide route in Manhattan, Kansas is assumed as the most accurate comparison within regional data for fixed-route service.
- University Crossing is the most accurate comparison within regional data for complementary paratransit service (operating as demand response. Average miles for demand response service is estimated as an average of 10 miles per revenue hour).

- For shorter routes with some period of dwell time, operational costs per hour are considered more consistent with actual costs than operational costs per mile.
- The proposed routes (Red, Blue and Green) are the basis for analysis.

FINDINGS

The first step of the analysis required distance calculations for each route, starting from one point and running through the route until ending at the start point, a roundtrip of the route one time. This represents the distance that a vehicle will travel in one hour of service. The distances for each route are represented in Table 23, with the distance in miles being an approximation.

TABLE 23: FIXED ROUTE DISTANCES

Fixed Transit Route	Distance in Miles
Blue	11.26
Red	11.00
Green	14.41
Demand Response	10.00

The distance for each route was then calculated with the number of peak hours, off-peak hours, weekend hours, headways, total daily vehicle revenue hours, total annual vehicle revenue hours and total annual vehicle revenue miles. These calculations allowed for the estimates represented in Table 24, demonstrating that the yearly operating costs per hour are significantly greater than the yearly operating costs per mile.

This difference results primarily from the costs incurred in labor in relation to the relatively shorter distances traveled per hour. These calculations relied on data from a similar regional deviated fixed-route service, which previously functioned as a demand response service, and fixed-route services. The regional deviated fixed route of University Crossing was the closest comparison, traveling 9.85 miles per revenue hour. This peer route has an operating cost per revenue hour of $25.63 and an operating cost per mile of $2.60. The regional fixed-route service used was City-Wide, which serves Manhattan, Kansas. The operational cost per revenue hour for City-wide services is $31.23 and the operation cost per mile is $1.90. (Flint Hills Area Transportation Agency Annual Report 2014)

Table 24 further outlines the fixed route and demand response costs per mile. Where the three routes are traveling different distances, they are all operating for the same amount of hours, which amounts to the same amount of labor expenses.

TABLE 24: OPERATING COSTS FROM UNIVERSITY CROSSING AND CITY-WIDE ROUTES

Citywide Fixed Route Operating Cost/Hour	$31.23
Citywide Fixed Route Operating Cost/Mile	$1.90
University Crossing Demand Response Operating Cost/Hour	$25.63
University Crossing Demand Response Operating Cost/Mile	$2.60

This also reflects a schedule that runs for approximately 12 hours, Monday through Saturday, with a total of five peak hours per day. Tables 25 and 26 outline the hours of service that all three routes suggested as the baseline (matching current service hours provided by Flint Hills ATA).

TABLE 25: WEEKDAY HOURS OF SERVICE

AM Service Begins	*5:45 AM*
AM Peak Begin	*7:00 AM*
AM Peak End	*9:00 AM*
AM Off-Peak Begin	*9:00 AM*
AM Off-Peak End	*3:00 PM*
PM Peak Begin	*3:00 PM*
PM Peak End	*6:00 PM*
PM Off-Peak Begin	*6:00 PM*
PM Off-Peak End	*7:15 PM*

TABLE 26: SATURDAY HOURS OF SERVICE

Begin	*7:45 AM*
End	*7:15 PM*

ALTERNATIVES

The following five alternatives show costs based on the operation of all three proposed routes and demand response services. The differences between the alternatives is in the hours of operation. Alternative one has the longest schedule, with 13.5 weekday hours and 11.5 weekend hours and alternative five has the shortest schedule with 13 weekday hours and zero weekend hours. For a complete reference of schedule differences see Table 31.

Alternative 1: Full Weekend and Weekday Service Hours

Table 27 compares the total operating costs per hour vs. costs per mile. The total operating cost per year based on hours was found by multiplying the total annual revenue hours for each route by the fixed route operating cost per hour seen in Table 24. The total operating cost per year based on miles was found by multiplying the total revenue miles a year for each route by the number of revenue miles/hour and the fixed route operational costs per hour in Table 24. Once total costs were figured for each route, they were summed to produce the total costs per hour and mile. Below the table are sample calculations explaining the impact weekday and weekend hours of operation has on the total operating costs.

TABLE 27: OPERATING COSTS PER HOUR VS PER MILE

Total Operating Costs	Daily Hours of Operation (Weekday)	Daily hours of Operation (Weekend)	Total Annual Revenue Hours	Operating Cost/ Year (Hours)	Operating Cost/ Year (Miles)
Red Route	13.5	11.5	4,017.5	$125,466	$83,965
Blue Route	13.5	11.5	4,017.5	$125,466	$85,950
Green Route	13.5	11.5	4,017.5	$125,466	$109,995
Demand Response Service	13.5	11.5	4,017.5	$102,968	$104,455
Total Estimated Operating Costs				$479,368	$384,366

Sample Calculations:

Total Annual Revenue Hours

IF (route is in operation), then ((peak hours + off peak hours) *annual weekdays) + (weekend hours*annual weekend days)

Example: Red route in operation, then ((5+8.5)*255)+(11.5*50)= 4,017.5 revenue hours

Annual Operating Cost in Hours

Total Annual Revenue Hours (Table 27)*Fixed Route Operating Cost per Hour (Table 24)

Example: Red route, 4,017.5*$31.23=$125,466

Annual Operating Cost in Miles

Total Annual Revenue Hours (Table 27)*Revenue Miles per hour (Table 23)*Fixed Route operation cost per Mile (Table 24)

Example: Red route, 4,017.5*11*$1.90=$83,965

Three additional alternatives were considered, altering the number of hours of service provided each week.

Alternative 2: Shortened Weekday Service Hours

Costs could further be reduced by ending the weekday hours of service at 6:00 p.m., which coincides with the end of peak use. Table 28 represents the lowered costs of shortening weekday service. Note that the three fixed routes (Red, Blue and Green) are based on operating expenses from the regional City-wide service, while the demand response route is based on the operating expenses from University Crossing.

TABLE 28: COST DIFFERENTIAL WITH SHORTENED WEEKDAY HOURS OF SERVICE

Total Operating Costs	Daily Hours of Operation (Weekday)	Daily hours of Operation (Weekend)	Total Annual Revenue Hours	Operating Cost/ Year (Hours)	Operating Cost/ Year (Miles)
Red Route	12.25	11.5	3,698.8	$115,511	$77,303
Blue Route	12.25	11.5	3,698.8	$115,511	$79,131
Green Route	12.25	11.5	3,698.8	$115,511	$101,268
Demand Response Service	12.25	11.5	3,698.8	$94,798	$96,167
Total Est Operating Costs				$441,334	$353,870
Cost Savings (compared to Alternative 1)				$38,033	$30,495

Alternative 3: Shortened Weekend Service Hours

Another option to reduce costs would be to shorten the hours of service for the weekend, ending service at 6:15 p.m. Table 29 outlines these lowered costs. Note that the three fixed routes (Red, Blue and Green) are based on operating expenses from the regional City-wide service, while the demand response route is based on the operating expenses from University Crossing.

TABLE 29: COST DIFFERENTIAL WITH SHORTENED WEEKEND HOURS OF SERVICE

Total Operating Costs	Daily Hours of Operation (Weekday)	Daily hours of Operation (Weekend)	Total Annual Revenue Hours	Operating Cost/ Year (Hours)	Operating Cost/ Year (Miles)
Red Route	13.5	10.5	3,967.5	$123,905	$82,920
Blue Route	13.5	10.5	3,967.5	$123,905	$84,880
Green Route	13.5	10.5	3,967.5	$123,905	$108,626
Demand Response Service	13.5	10.5	3,967.5	$101,687	$103,155
Total Est Operating Costs				$473,402	$379,582
Cost Savings (compared to Alternative 1)				$5,966	$4,783

Alternative 4: Shortened Weekday and Weekend Service Hours

Combining both Alternative 2 and Alternative 3 to shorten hours of service for both the weekdays and weekend would provide cost reductions as seen in Table 30. Note that the three fixed routes (Red, Blue and Green) are based on operating expenses from the regional City-wide service, while the demand response route is based on the operating expenses from University Crossing.

TABLE 30: COST DIFFERENTIAL WITH SHORTENED WEEKEND AND WEEKDAY HOURS OF SERVICE

Total Operating Costs	Daily Hours of Operation (Weekday)	Daily hours of Operation (Weekend)	Total Annual Revenue Hours	Operating Cost/ Year (Hours)	Operating Cost/ Year (Miles)
Red Route	12.25	10.5	3,648.75	$113,950	$76,258
Blue Route	12.25	10.5	3,648.75	$113,950	$78,061
Green Route	12.25	10.5	3,648.75	$113,950	$99,899
Demand Response Service	12.25	10.5	3,648.75	$93,517	$94,867
Total Est Operating Costs				$435,368	$349,086
Cost Savings (compared to Alternative 1)				$43,999	$35,279

Using the data for operational costs provided by a similar regional routes, University Crossing and City-Wide, the costs per hour greatly exceed those estimated per mile. However, if all routes operate the same number of hours a more accurate reflection of projected costs is found in the operating costs per hour, despite the differences between the distances of routes. The most cost savings can be found in shortening the hours of operation on all days, with the second most savings being found in shortening the hours on weekdays to end at peak time.

Alternative 5: No Weekend Service Hours and 5 Additional Promotion Days

Upon discussion of alternatives with the advisory committee, a fifth alternative was produced. The final alternative has all three routes operating a total of 13 hours on the weekday, from 6:30 a.m. to 7:30 p.m. with thirty minutes of deadhead time included. This alternative does not include weekend times, allowing for Saturdays to be included at a later date once demand has been demonstrated. Additionally, it was requested that the fifth alternative include five extra days for special promotional fare free days; each route was calculated with five additional days of full weekday service. The results can be seen in Table 31.

TABLE 31 COST DIFFERENTIAL WITH NO WEEKEND HOURS OF SERVICE & 5 ADDITIONAL DAYS OF SERVICE

Total Operating Costs	Daily Hours of Operation (Weekday)	Daily hours of Operation (Weekend)	Total Annual Revenue Hours	Operating Cost/ Year (Hours)	Operating Cost/ Year (Miles)
Red Route	13	0	$3,380	$105,557	$70,642
Blue Route	13	0	$3,380	$105,557	$70,642
Green Route	13	0	$3,380	$105,557	$70,642
Demand Response Service	13	0	$3,380	$86,629	$104,455
Total Est Operating Costs				$403,302	$316,381
Cost Savings (compared to original timetable)				$76,066	$67,985

SUMMARY

As described in assumptions, operational costs per hour are considered more consistent with actual costs than operational costs per mile. This is due to labor being a driving factor in fixed route costs, especially in routes with dwell times. Even though the vehicle is not in motion, the driver is still receiving pay for that time; this combined with the cost of benefits generally increases the total costs in comparison to an operating cost based on miles. Regional data supplied by Flint Hills ATA has shown that operational costs per hour have shown to be more accurate in practice than costs based per mile. Table 31 demonstrates the operating cost per year, based on this hourly consideration, for each alternative as well as the cost savings when compared to Alternative 1. Ultimately, Alternative 5 was identified as the most desirable alternative by the advisory committee. It has the greatest cost savings compared to the full service of Alternative 1, allows for incremental implementation of weekend services based on demonstrated demand, and includes the requested additional five days for promotional fare free days.

TABLE 32 COMPARISON OF ALTERNATIVE ROUTES

	Daily Hours of Operation (Weekday)	Daily Hours of Operation (Weekend)	Operating Cost/Year (Hours)	Cost Savings (Compared to Alternative 1)
Alternative 1 Full Weekday and Weekend Service Hours	13.5	11.5	$479,368	
Alternative 2 Shortened Weekday Service Hours	12.25	11.5	$441,334	$38,033
Alternative 3 Shortened Weekend Service Hours	13.5	10.5	$473,402	$5,966
Alternative 4 Shortened Weekday and Weekend Service Hours	12.25	10.5	$435,368	$43,999
Alternative 5 No Weekend Hours and 5 Additional Promotional Days	13	0	$403,302	$76,066

CHAPTER 10 CONCLUSION

The demographic and economic analysis of Junction City and Grandview Plaza helped to further define the population density, transit dependent populations and distribution, major employers and employee travel patterns. The study found the overall population density of Junction City and Grandview Plaza to be low, however there are several key neighborhoods that greatly exceed the density needed to support transit services. This combined with the transit dependent populations centered around the central part of the city (Washington Street), would suggest that the area is capable of a well-utilized transit system. The major employers were examined, and found to be Fort Riley, the Unified School District, and Armour Ekrich. The study also found that currently, 79 percent of workers commute to work in a single occupancy vehicle, with 13 percent carpooling. An analysis of employee travel patterns between home and work was conducted to provide an illustration of general direction and density of travel associated with the home-to-work trip which was later used to identify key corridors of travel and to create a demand estimate.

Community and Employer support was assessed in regards to regularly scheduled, fixed bus service for Junction City and Grandview Plaza. The Employer Survey collected responses from 34 employers which accounted for a total of 3,371 of local employees. Employers were able to identify common shift times for their employees, which showed the first shift centered on the standard 8 a.m. to 5 p.m. shift with few reasons for employees to stay late. Additionally of the 47 percent of employees who already use transit, 86 percent use ATA demand response and 29 percent use the ATA bus intercity connector. Employers indicated that an increase in frequency of transit services and wider coverage of services would increase the number of employees who use transit to commute to work. 64 percent of employers believe that if given the opportunity, their employees would be interested in using regularly scheduled fixed bus routes.

The Community Survey collected 261 responses from a variety of community sources. Overall, there is an indicated desire for fixed-route service, among those who do not anticipate personally using the services (61 percent), with seniors (91 percent) and families who have a member stationed at Fort Riley (93 percent) demonstrating a higher than average anticipated use. Timeframes preferred are centered on the noon to 4 p.m. and 4 p.m. to 7 p.m. All sub demographics had a majority of respondents respond that they would use transit weekly and that $1.00 was the average amount they are willing to pay.

A forecast for demand based on demographic characteristics was created, using peer systems of less than 50,000 people who are operating fixed-route transit services. Communities included were Finney County Senior Services in Dodge City, OCCK, Inc. in Salina, and Reno County Transit, headquartered in Hutchinson. To calculate need, data is used from the US Census Bureau about households without access to a vehicle and the population living in poverty, which are used to define the “mobility gap”. The total need based on the mobility gap for Junction City is an estimated 352,800 annual 1-way trips.

Based on the information gathered, fixed-route service is recommended in key areas of Junction City. Using the demographics most conducive to a feasible transit system and the existing travel patterns for residents, five potential fixed routes were proposed, connecting nodes such as the Junction City High School and following along main corridors (6th street, Washington). After routes were identified, stops were placed using geoprocessing software and timetables were created and tested. The financial

estimates for these routes were based on regional peer systems of City-Wide service and University Crossing for complimentary paratransit in Manhattan, Kansas. Alternatives were also produced for the staggered implementation of routes, however Alternative five was identified as the most desirable option by the advisory committee. This alternative allows for 13 hours of service per weekday with a total operating cost of $403,302 a year, based on hourly costs. Alternative five also allows for the future implementation of weekend service hours once demand has been demonstrated and includes the additional five promotional fare free days, as requested by the advisory committee.

NEXT STEPS

This report serves as a feasibility study, which should be followed with a more detailed operations plan. The operational planning should include a detailed plan of routes and specific designation of bus stops. Retiming the routes based on the designation of actual bus stops along the route, as the bus stops suggested here in the feasibility report are conceptual. This should also include developing a plan for bus stop signs and benches at specific stops, and a vehicle maintenance plan (see Appendix 2). In conjunction with the operational plan, an Americans with Disabilities Plan (ADA Plan) will be developed to support the complementary paratransit service, modeled after Flint Hills ATA existing ADA plan (see Appendix 1). Finally, a marketing plan will provide the design for route maps and rider guides, and a media campaign for new service implemented prior to the start of services.

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FLINT HILLS AREA TRANSPORTATION AGENCY, INC.
AMERICANS WITH DISABILITIES ACT IMPLEMENTATION PLAN

APRIL 2014

PREPARED FOR THE
FLINT HILLS AREA
TRANSPORTATION AGENCY

BY:

FLINT HILLS AREA
TRANSPORTATION AGENCY

INTRODUCTION

In the summer of 1990, the Congress of the United States approved and President Bush enacted sweeping civil rights legislation known as the Americans with Disabilities Act. This legislation added persons with physical and/or mental disabilities protections and access for employment, telecommunications, public facilities and facilities open to the public, and transportation. Public transportation providers were targeted as an area to receive federal attention from this legislation. The result was the adoption of Federal Regulations regarding services that must complement traditional fixed route bus service for those persons that cannot access a bus route.

Section 223 of the Americans with Disabilities Act of 1990 (ADA)[1] requires that public entities which operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals unable to use the fixed route system. The regulations issued by the U.S. Department of Transportation[2], which implement this portion of the law, specify to whom and under what circumstances this service is to be provided. In addition, the regulations require public entities which are subject to the complementary paratransit requirements to develop and administer a process for determining if individuals who request service meet the regulatory criteria for eligibility.

This plan is intended to be a comprehensive guide to eligibility issues for ADA services offered by Flint Hills Area Transportation Agency. The plan includes information regarding the operation policies and performance standards that Flint Hills Area Transportation Agnency will use in providing the complementary paratransit services.

Public input is a critical part of the review and implementation process required in the design of the eligibility determination process. The importance of involving people with disabilities and local disability organizations in the development of all aspects of the eligibility policy and process cannot be overemphasized and will eventually lead to greater understanding and performance of the ADA service to those in need.

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1 Public Law 101-336, July 26, 1990.

2 49 CFR Parts 27, 37 and 38, “Transportation for Individuals With Disabilities; Final Rule”, published in the Federal Register, September 6, 1991. Updated in October 1996.

3 Thatcher, R.H., and Gaffhey, J.K., ADA Paratransit Handbook: Implementing the Complementary Paratransit Service Requirements of the Americans with Disabilities Act of 1990, USDOT Report #UMTA-MA-06-0206-91-1, prepared for the UMTA Task Force on the Americans with Disabilities Act, funded through the Office of Technical Assistance and Safety, September, 1991.

DESCRIPTION OF FLINT HILLS AREA TRANSPORTATION AGENCY FIXED ROUTE SERVICE

Flint Hills ATA is proposing to offer fixed route transit services in Manhattan. The transit system will offer six fixed routes within Manhattan. Currently Flint Hills ATA offers demand response service daily in Manhattan-Riley County, Western Pottawatomie County, Junction City. This demand response service will transform into a complementary paratransit service when the new fixed route system is implemented. The proposed new fixed route service will radiate out of downtown Manhattan through a downtown terminal hub. Ridership for the fixed route service is unknown at this time.

The fixed route service will operate from 7:00a.m. to 7:00 p.m., Monday through Friday mirroring the complementary paratransit service and 8:00a.m.-8:00p.m. on Saturday.

The proposed fare structure is:

CITYWIDE FIXED ROUTE SYSTEM

General Public – Full Fare: $1.00

Elderly/Disabled/Low Income*- Half Fare: $.50

*60 years of age and older or disabled or low income with verification.

Vehicles in Use for Fixed Routes.

A maximum of six vehicles will be used for Flint Hills ATA for fixed route service in Manhattan and surrounding area until such time as the passenger use warrants an increase in hours/days/routes. All vehicles will be lift equipped and there will be no need to retrofit any existing vehicle. All fixed route vehicles purchased in the future will be wheelchair lift-equipped as required by Federal Law.

EXISTING FLINT HILLS ATA PARATRANSIT SERVICES

Flint Hills ATA has a long history of providing service to meet the paratransit needs of the county. Currently, there are six programs that provide transportation services to the general public, mobility impaired and socially disenfranchised. Some of the systems are operated by non-profit social agencies for specific needs of the agency's clients and are not open directly to the public. The present paratransit services provided in Manhattan include the following:

Flint Hills Area Transportation Agency (aTa Bus) General public Transportation

Bell Taxi Cab

Taxi-4-Less

Big Lakes

Via Christi

Pawnee Mental Health

SERVICE DEMAND ESTIMATE AND DESCRIPTION OF ADA

COMPLEMENTARY PARATRANSIT SERVICE

SERVICE DEMAND ESTIMATE: Projected Passenger Trips

Paratransit Services Operated by aTa Bus:

aTa Bus 13,210

Flint Hills ATA will offer fixed route bus service for those ADA Eligible passengers that are able to access fixed route bus service. All routes are to be accessible routes. It is not known at this time the number of passengers that will access this feature of the transit service.

Flint Hills ATA, as a public transit system, provides fixed route local service in Manhattan in the Northeast Kansas region. The ADA requires all public transit systems which provide fixed route service to provide a comparable paratransit service. As a result of this requirement, a Complementary Paratransit Service Plan for Flint Hills ATA surrounding area of responsibility is presented in this section. It is the intention of Flint Hills ATA to provide to the disabled of this region a comprehensive comparable transportation service. As a curb to curb service, drivers will not assist passengers up or down steps or on ramps on which a ramp has a ratio less than a 1:4 slope on a flat plane as specified in the ADA regulations.

Flint Hills ATA proposes the following ADA Complementary Paratransit service with origin to destination service on a call and demand curb to curb service with door to door service available on request.

The requirements for ADA Complementary Paratransit Service as defined by Federal regulation do not apply to commuter bus service routes that may be contemplated for implementation at a later date by Flint Hills ATA. At this time there are no commuter services under consideration.

Estimate of ADA Complementary Paratransit Demand

As part of the ADA Paratransit Implementation Plan Update, Flint Hills ATAis required to estimate the total number of citizens within the service area that would be ADA Complementary Paratransit Eligible. The methodology used to determine the approximate number of potential passengers was that described in the *ADA PARATRANSIT HANDBOOK: Implementing the Complementary Paratransit Service Requirements of the Americans with Disabilities Act of 1990*.[1]

National studies indicate that approximately 1.5% of a community's total population is physically unable to board or disembark from an accessible bus or reach a boarding location or destination due to a specific impairment condition. Additionally, 1% cannot use a public transit system due to visual or mental impairments.[2] These two general categories represent the three specific categories for which ADA Complementary Paratransit Service is directed. Based upon these percentages, it is anticipated that there will be approximately 1,350 persons in in Manhattan that will be eligible for the complementary paratransit service.

Analysis of Differences Between Current and Required ADA Complementary Paratransit Service

Flint Hills ATA will continue to provide quality paratransit service known as aTa Bus for those citizens who reside within the service areas and qualify for the service. A review of the services proposed in this Implementation Plan indicates there is a difference between the current service level and those required by the ADA. This includes:

1). Services will continue to be provided beyond the ¾ mile limits imposed by ADA within the urban fixed route area.

2). Half fare service on the fixed routes will be provided during all hours of service.

Description of Proposed ADA Complementary Paratransit Service Area

It is anticipated that fixed route service offered by the Flint Hills ATA began in in April 2012 through the routes shown on the attached map. However, FHATA. Board of Directors reserves the right to enlarge or reduce the service area through the time period of this Plan without making a formal

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[1] See Section 7, *ADA PARATRANSIT HANDBOOK...,* UMTA-MA-06-0206-91-1; Urban Mass Transportation Administration, U.S. Department of Transportation, September, 1991.

[2] Lewis, David, Hickling Corporation, *Preliminary Regulatory Impact Analysis of Transportation Accessibility Requirements for the Americans with Disabilities Act*, for the U.S. Department of Transportation, April, 1991.

amendment. All provisions regarding public notice and hearings will be followed and in no way will the action be contrary to the requirements of the ADA legislation.

Paratransit Service Operated outside of the Manhattan UZA

ADA paratransit service will be provided within primary zone corridors having a width of three-quarters (¾) of a mile either side of a fixed route and within the core area. A secondary area comprised of all parts of Riley County not within the primary zone will be provided service on a space available basis. (See Map 1.)

ADA Fixed Route Paratransit Service

Flint Hills ATA will offer accessible buses for those ADA eligible passengers that are able to access fixed route bus service.

ADA Complementary Paratransit Response Time

The response time for Flint Hills ATA operated paratransit service within the primary zone shown on Map 1 will be one hour before or after the individual's desired departure time for reservations made before 5:00 p.m. on the day prior to when the trip is sought. Requests for trips made after 5:00 p.m. on the day before service is requested, or trips with an unknown return time will be accommodated on a space available basis. Flint Hills ATA may negotiate pick-up times with the passenger. However, the one-hour response time requirement will not be waived without consent of the individual.

Reservations may be taken up to 14 days prior to the date of service. Reservation hours will be 7:00 a.m. to 5:00 p.m. Monday through Friday.

Current ADA Complementary Paratransit Fares

The Board the Flint Hills Area Transportation Agency. reserves the right to amend the fares for ADA Complementary Paratransit Service without benefit of an alteration to the Implementation Plan. All provisions of Law regarding notice and comments will be followed with regard to a proposed change.

Service Within Manhattan

Fares for service operated by Flint Hills ATA are as follows:

Paratransit Service

FHATA Disabled with certification	$ 2.00 per trip
Accompanying Individual(s)	$ 2.00 per trip
Personal Care Attendant with certification	No Charge

Fixed Route Service:

General Public	$ 1.00 per trip
Elderly/Disabled with certification Half Fare	$ .50 per trip

Paratransit Service Associated with Rural Service

Demand response service will be double that of fixed route service if the ADA eligible passenger is picked up or dropped off at locations that are not designated on a published schedule. ADA Passengers picked up or dropped off at stops designated on a published schedule will pay half of the regular adult fare.

ADA Complementary Paratransit Trip Purpose Restrictions

There will be no trip purpose restrictions on ADA Complementary Paratransit trips within the Flint Hills ATA sponsored services, both directly operated and those services that may be offered through a private contractor at some later date.

ADA Complementary Paratransit Dates and Hours of Service

The Board the Flint Hills Area Transportation Agency reserves the right to change the hours of operation without benefit of a formal Implementation Plan amendment. All provisions of the alteration will be in compliance with the requirements of the ADA.

Dates and hours of operation will be:

Monday through Friday - 7:00 a.m. to 5:00 p.m.

ADA Complementary Paratransit Capacity Constraints

At the present time Flint Hills ATA will not, under the current level of service, experience any constraints in the ability to provide service.

(1) **Trip Restrictions**: It is the policy of Flint Hills ATA to not limit the number of trips per day that an ADA Complementary Paratransit Eligible individual may take on the system or to place that individual on a waiting list for service.

(2) **Waiting Lists**: Flint Hills ATA will not maintain waiting lists for the provision of ADA Complementary Paratransit service. Paratransit service requested on the date that the service is made will be provided on a first come-first serve/ space available basis.

(3) **Performance Measures**: The following will be considered performance measures for the determination of an operational pattern or practice of significantly limiting service to paratransit eligible passengers. It should be noted that operational problems beyond the control of Flint Hills ATA (including but not limited to weather or traffic conditions that effect traffic and/or equipment breakdowns) will not be the basis for determining that such a pattern or practice exists. The performance measures are:

(a) **Travel Time**: The trip travel time between pick-up and drop-off shall not be more than forty-five (45) minutes unless the trip generated is located in the far reaches of the county, which take 45 minutes one way to reach. The trip travel time between rural county pick-up and drop-off shall not be more than 90 minutes.

(b) **Missed Trips**: Flint Hills ATA will not cancel or schedule trips too late for a rider to meet an appointment up to a maximum of more than ten (10) or more percent of the scheduled paratransit trips per day.

(c) **On-time Performance**: A minimum of 80% of all paratransit trips will be on time within 15 minutes of the scheduled pick-up time.

Estimated Timetable for Implementation of ADA Complementary Paratransit

Services

As a part of the requirements of the ADA regulations, it is necessary to determine a timetable for compliance with the established regulations. At this time, no exceptions to the ADA timetable are identified.

DESCRIPTION OF PROPOSED ELIGIBILITY DETERMINATION PROCESS

FOR ADA COMPLEMENTARY PARATRANSIT SERVICE PLAN

(A) ADA Complementary Paratransit Eligibility

For the purposes of determining ADA Complementary Paratransit Eligibility, the definition of *Disability* will be that as included in the Federal Regulations 49 CFR Part 37 as amended. The following persons will be considered eligible for Flint Hills ATA paratransit service:

(1) **Individuals** who, because of a physical or mental disability, are unable to board, ride, or disembark from a vehicle even if they are able to get to the stop and even if the vehicle is accessible.

(2) **Individuals** who cannot use vehicles without lifts or other accommodations. These persons are eligible for paratransit service if accessible fixed route vehicles are not available on the route on which they need to travel when they need to travel or if the boarding or disembarking location on the fixed route, even with an accessible vehicle, prohibits a passenger from boarding the bus.

(3) **Individuals** with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination. Distance, weather, terrain shall not be considered factors in determining eligibility under these criteria unless they, in combination with the individual's specific impairment-related condition, form the basis for qualification.

(4) Individuals accompanying an ADA paratransit individual as a Personal Care Attendant (PCA). The need for a PCA must be designated at the time of reservation. On paratransit trips the PCA must have the same origin and destination as the eligible passenger.

(5) Additional individuals accompanying the ADA paratransit eligible individual shall be provided service as long as there is space available in the vehicle and the persons have the same origin and destination as the eligible individual.

(B) ADA Paratransit Eligibility Certification Process

(1) **Certification:** In order to qualify for ADA Complementary Paratransit Service an individual must comply with the Flint Hills ATA certification process. An explanation of this process and certification application will be available to all persons requesting the information and include forms of media such as Braille, large print, and audiotape. Certification will occur within twenty-one (21) days of receipt of the competed application or the application will be considered as eligible

until a decision is made. An individual who is denied certification will receive a written explanation with the specific reason as to why they were denied within the twenty-one days from the receipt of the competed application. That person may then file an appeal under the provisions described below. Application forms are available from Flint Hills aTa office or on-line at www.rileycountyks.gov/ATA.com. The applicant will not be charged any "user fees' that cause an unreasonable burden upon the applicant, including doctor's fees and application fees. An ARNP is available at FHATA Offices on a limited basis for no-cost consultation on the application and subsequent signature if verified by the ARNP.

Flint Hills ATA will provide the individuals certified as eligible with documentation in the form of an identification card Flint Hills ATA will accept the certification of individuals for ADA paratransit eligibility from other public transit systems throughout the United States of America. Additionally, Flint Hills ATA will certify individuals even if they do not live within areas of service offered by Flint Hills ATA. Where a visitor is not certified within the Flint Hills ATA system, those individuals will be allowed access to ADA Complementary Paratransit Service until such time as they are certified up to 21 days from the date of the first service. In these instances, Flint Hills ATA may require documentation of the person's place of residence and disability. Recertification at reasonable intervals may be required by Flint Hills ATA on a case by case basis. An example of the application is included in the following sections.

(2) **Appeal:** A person may appeal a decision of Flint Hills ATA not to certify an application. Such appeal must be submitted within thirty (30) days from the date of certification denial. The appeal will be considered by the FHATA Board of Directors at their next regularly scheduled meeting. The Board shall allow for the presentation of information and arguments relative to the appeal and shall conclude with a written notification of the decision and the reasons for such decision within thirty (30) days of the date of the hearing with specific reason for decision to all parties involved. If no decision is made within the 30 days, provisional ADA Complementary Paratransit service to the individual will be provided until a decision is reached. Board of director's decision is final.

(3) **Suspension:** Flint Hills ATA reserves the right to suspend ADA Complementary Paratransit Eligible certified individuals who establish a pattern or practice of missing scheduled trips. Trips missed by the individual for reasons beyond his or her control (i.e. operator error, mechanical failure) shall not be the basis for determining that such a pattern or practice exists. A No Show occurs when a rider does not

cancel a reservation at least one hours before the start of the scheduled pick-up window which is fifteen minutes ahead of their scheduled pick up time and may fall up to fifteen minutes after their scheduled pick up times and does not take the trip. This includes failing to be ready to board the bus within five minutes of its arrival, during the pick-up window and/or telling the driver you do not want the ride. This is a serious infraction of Flint Hills ATA rules. Flint Hills ATA will attempt to contact riders who are not at the pick-up location when the vehicle arrives to let them know they must go to the vehicle or they will receive a No Show. If the rider cannot be contacted, but has an answering machine, a message will be left. Flint Hills ATA will make every effort to dispatch a vehicle to bring that customer home, with the understanding that it will be on a first availability basis to pick up that customer. Riders will receive a warning in writing after they receive 2(two) No Show's within a calendar month. After three No shows within a month the rider will be sent a suspension letter resulting in a 30 day suspension of service. If a rider is suspended and then demonstrates a pattern of Now Shows after the original suspension has ended, the rider may subsequently be suspended for longer periods. First Suspension: 30 days; Second Suspension*: 60 days; Third Suspension*: 90 days; Fourth Suspension*: Indefinite pending demonstration that the problem behavior can and will be changed with a minimum of 90 days. Riders are not penalized for No Shows that occur due to sudden emergencies which make it impossible for them to cancel. Because only one hour's notice is needed to cancel, it is anticipated that most riders will be able to cancel in a timely fashion. Riders are not penalized for being a No Show if the bus arrived late, that is, after the end of the pick-up window, or if a reservation error was made by the dispatcher. Riders are encouraged to discuss their record with staff if they feel they have been No Showed in error. Disputes regarding this policy will be referred to the Flint Hills ATA Board of Directors through the grievance procedure as outlined in the appeals process above.

*within two years of the most recent suspension

(4) **Grievance Procedures**: This grievance procedure has been developed to assure passengers of fair and equitable access to Flint Hills ATA. In the event of suspension information will be sent outlining the appeals process with the suspension letter. When a consumer has any problem, the following procedure should be followed to resolve the conflict: Each passenger is expected to communicate in writing directly to the Executive Director or Operations Manager regarding ride-related actions, occurrences or attitudes perceived as unfair or inequitable. A passenger who believes he/she has suffered a grievance should communicate the matter with the Executive Director or Operations Manager within five working days of the occurrence of the alleged grievance in an attempt to arrive at a satisfactory solution.

The Executive Director or Operations Manager will have five working days to respond, making every effort to resolve the grievance at this level. If a resolution is not reached, the grievance must be described in writing and submitted to the Flint Hills ATA within 30 days for their review.

EFFORTS TO COORDINATE THE PROVISION OF COMPLEMENTARY

Paratransit Service With Other Public Entities In The Area

It is a primary objective of Flint Hills ATA to maintain an excellent relationship with other service providers and user organizations within the region. Flint Hills ATA is an active member of the Coordinated Transit District and works closely with other transit providers and transportation services in the area. It is anticipated that this relationship will continue through the terms of this Plan. The entities include:

Big Lakes

Via Christi

Pawnee Mental Health

These organizations are not only actively involved in fulfilling the requirements of the ADA Eligible Paratransit Services, through the ancillary paratransit services that they provide, but many also provided comment and review on the development of the Implementation Plan.

CERTIFICATIONS AND RESOLUTIONS

Certification Authorizing the Plan

Included Service Certification

Existing Paratransit Survey

CERTIFICATION AUTHORIZING THE PLAN UPDATE

This is to certify that the Board of Directors of Flint Hills ATA approved and adopted the ADA Paratransit Implementation Plan which is attached. All Attachments are made an integral part of this Plan and are incorporated wholly as a part of the Plan for purposes of determining the policies and standards of the Flint Hills ATA.

Adopted in regular session this _____ day of _____, 2007.

BOARD OF Flint Hills Area Transportation Agency.

_____

Lorene Oppy President

_____

Derek Jackson, VicePresident

_____

Terry Umcsheid MacAfee, Secretary

_____

Dick Haytor, Treasurer

_____

Attest:

_____

Executive Director

_____

Date

INCLUDED SERVICE CERTIFICATION

This is to certify that service provided by other entities but included in the ADA paratransit plan update submitted by Board of Directors of Flint Hills ATA meet the requirements of 49 CFR part 37 subpart F providing that ADA eligible individuals have access to the service; the service is provided in the manner represented; and, that efforts will be made to coordinate the provision of paratransit service offered by other providers.

_____

Anne Smith Executive Director
Flint Hills Area Transportation Agency

_____

Date

EXISTING PARATRANSIT SERVICE SURVEY

This is to certify that Flint Hills ATA has conducted a survey of existing paratransit services as required by 49 CFR 37.137 (a).

_____

Anne Smith Executive Director
Flint Hills Area Transportation Agency

_____

Date

ATTACHMENTS

Notification of Public Meeting in the Manhattan Mercury

Minutes of City Commission Meetings

Notice of Public Meeting for Local Human Service Transportation Coordination Plan

Mailing List of local stakeholders for Notice of Public Meeting for Local Human Service Transportation Coordination Plan to Interested Individuals and Entities

Steering Committee Membership

Minutes of Steering Committee Meeting Minutes

Minutes of Board of Directors Minutes

ADA Paratransit Special Accommodations Application

Flint Hills Area Transportation Agency

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15 May 2014

TO WHOM IT MAY CONCERN:

RE: Notice of Community Meeting and Public Hearing on Fixed Route Service and the Americans with Disabilities Act Implementation Plan

Dear Sir/ Madam:

Please be advised of a Community Meeting and Public Hearing for the adoption of the Finney County Transit Implementation Plan for the Americans with Disabilities Act (ADA) and review of fixed route service. The time, date and location of the Community Meeting are insert date, time and place here

The Public Hearing regarding the ADA Implementation Plan and the fixed route service will be held on **TIME AND DATE TO BE DETERMINED**
Copies of the plan are available upon request. We encourage you to attend and pass along this information to any group or organization which you feel would like to be present.

Written comments regarding the ADA Implementation Plan or fixed route public transit service should be sent by insert date to:

Anne Smith
5815 Marlatt Av
Manhattan, KS 66503

If you should have any questions or need additional information, please contact us at 785-537-6345 or visit us at our web site at www.rileycountyks.gov/ATA

Sincerely,

Anne Smith
Director
Flint Hills Area Transportation Agency

This Project Funded in Part by the KDOT Public Transit Program
This Project funded in Part by the City of Manhattan

Two Lakes Coordinated Transit Alliance, Inc. Coordinated Transit District 4 Coordinated Public Transit-Human Service Plan

Planning Document for Clay, Geary, Marshall, Pottawatomie, Riley, and Washington Counties

Final

Prepared
November 30, 2007

FTA Review Check List
Coordinated Human Services Public Transportation Plan and Competitive

Section I: Coordinated Human Services Transportation Plan

1. Assessment of available services identifying current providers (public, private, non-profit): Pg. 11-16
2. Assessment of need for individuals with disabilities, older adults and people with low incomes. This assessment can be based on experiences and perceptions of the planning partners or more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program – Section 5310, JARC or New Freedom – then the community is not required to include an assessment of the targeted population in its coordinated plan): Pg. 18, 30-38
3. Strategies and / or activities to address the identified gaps and achieve efficiencies in service delivery: Pg. 20-27
4. Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies / activities identified: Pg. 19, 28

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Coordinated Transit District 4
Coordinated Public Transit-Human Service Plan
(Clay, Geary, Marshall, Pottawatomie, Riley, and Washington Counties)

November 30, 2007

1. Introduction

The goal of this plan is to improve coordination of transportation and human services in Coordinated Transit District 4. It also fulfills the federal planning requirements of SAFETEA-LU which consist of the following:

- A unified, comprehensive strategy for public transportation service delivery;
- Identifies transportation needs of individuals with disabilities, older adults, and individuals with limited incomes;
- Lays out strategies for meeting those needs; and
- Prioritizes services.

To complete the plan, stakeholders were asked to complete inventories and web-based surveys. They were also asked to participate in a transportation planning summit held on May 16th, 2007. 26 of the 281 people invited participated in the summit

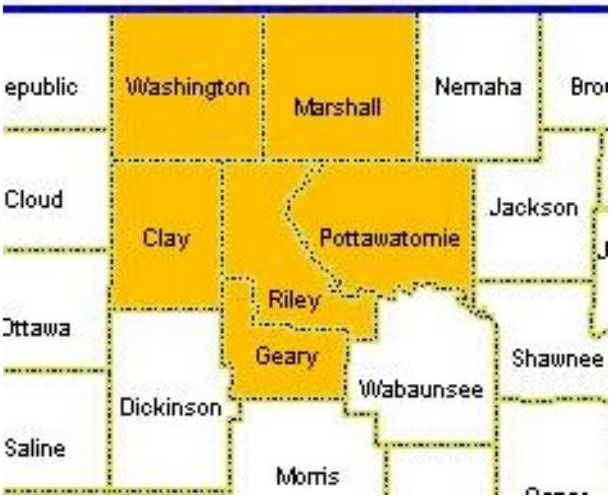
By the end of the summit, a draft action plan was completed. A coordinated public transit-human service transportation plan was developed based on data and input received from summit stakeholders. All identified stakeholders were given the opportunity to comment on the action plan before it was finalized to be included in this report.

This plan addresses transit coordination priorities for the period from July 1, 2007 through June 30, 2010, but may be updated periodically to meet developing needs in the communities of Coordinated Transit District 4.

2. Description of Service Area

Counties included in CTD.

Figure 1 Map of Coordinated Transit District 4



In Kansas, there are 15 Coordinated Transit Districts (CTDs). Each CTD is responsible for coordinating public transit within their service area and membership consists of recipients of public and human service transit funds from the Kansas Department of Transportation. The CTD is located in the area of the state northeast area of the state. Map 1 contains the six counties that are included in CTD 4: Clay, Geary, Marshall, Pottawatomie, Riley, and Washington.

Demographics of CTD 4 by county for Transit Dependent Populations

Over 130,000 people live in the CTD 4 service area. Figure 2 provides the population density of the area by number of persons living in each square mile. The areas surrounding the following towns have the highest population densities:

- Manhattan
- Clay Center
- Junction City

Specialized transportation funds are targeted to individuals that are more likely to be transportation disadvantaged. Groups included in this category are older adults and individuals with disabilities, and individuals with incomes below the poverty level. Over 11.6% of the area's population was age 65 or older, which was lower than the state's overall rate of 13%. However, the rate of individuals with a go-outside-of-home disability was consistent with the state at 4.1%. The poverty rate of individuals 18 and older was higher in the area (11.2%) than the overall state (6.5%).

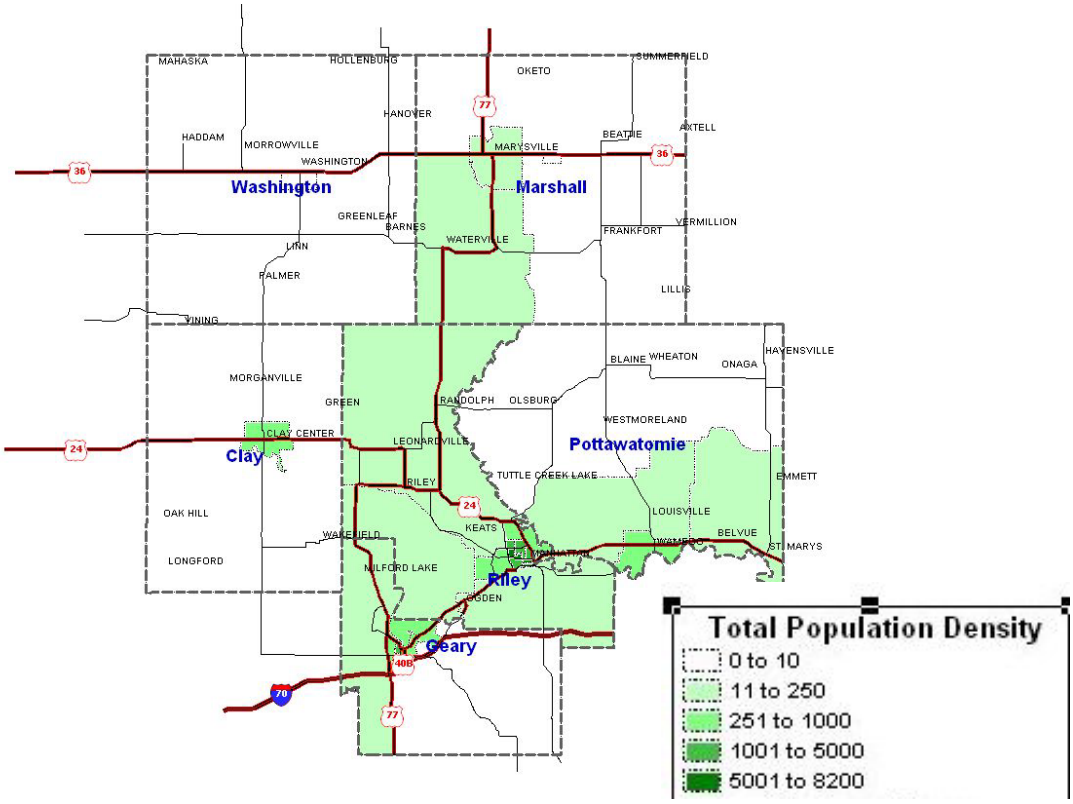


Figure 2 Population Density for Counties in CTD 4 by Census Tract

Table 1
Transportation Dependent Populations
2005 Estimates

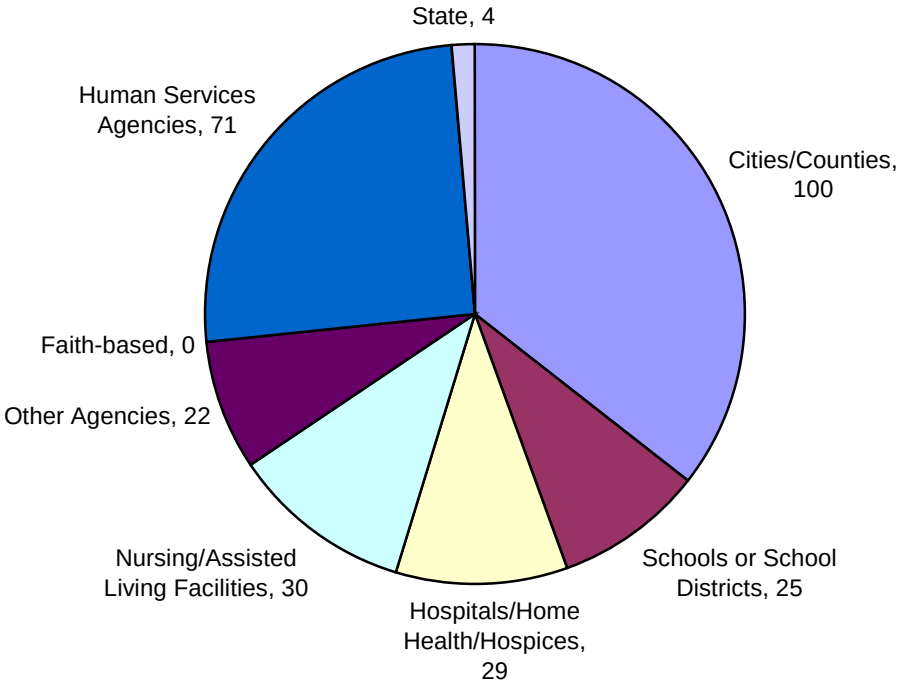
County	Elderly 65+	Elderly 65+ (%)	16+; Go-outside-home disability	16+; Go-outside-home disability (%)	Adults (18+) below poverty	Adults (18+) below poverty (%)	Total Pop.
Clay	1,791	20.8%	204	5.94%	544	6.3%	8,629
Geary	2,317	9.4%	814	4.92%	1,664	6.8%	24,585
Marshall	2,291	22.0%	227	5.70%	686	6.6%	10,405
Pottawatomie	2,575	13.5%	387	4.11%	1,040	5.4%	19,129
Riley	4,727	7.5%	1,072	2.88%	9,647	15.4%	62,826
Washington	1,506	25.1%	198	7.76%	412	6.8%	6,009
CTD Total	**15,207**	**11.6%**	**2,902**	4.09%	**13,992**	**11.2%**	**131,583**

1. Inventory of Transportation Providers in CTD

Stakeholder Identification

The CTD members identified 281 organizations that would be impacted by the Coordinated Plan. Human service providers represented the highest percentage of the stakeholder organizations. This is not surprising because there are many human service providers in CTD 4 whose clients rely on public transportation, and as a result these providers often have to coordinate their services with transit providers.

Figure 3
Organizations



Each organization was invited to the Transportation Summit, as well as asked to either complete a transportation inventory and/or a human service provider inventory. Nineteen percent of those organizations either attended the Summit and / or submitted inventories.

Figure 4
Planning Participation

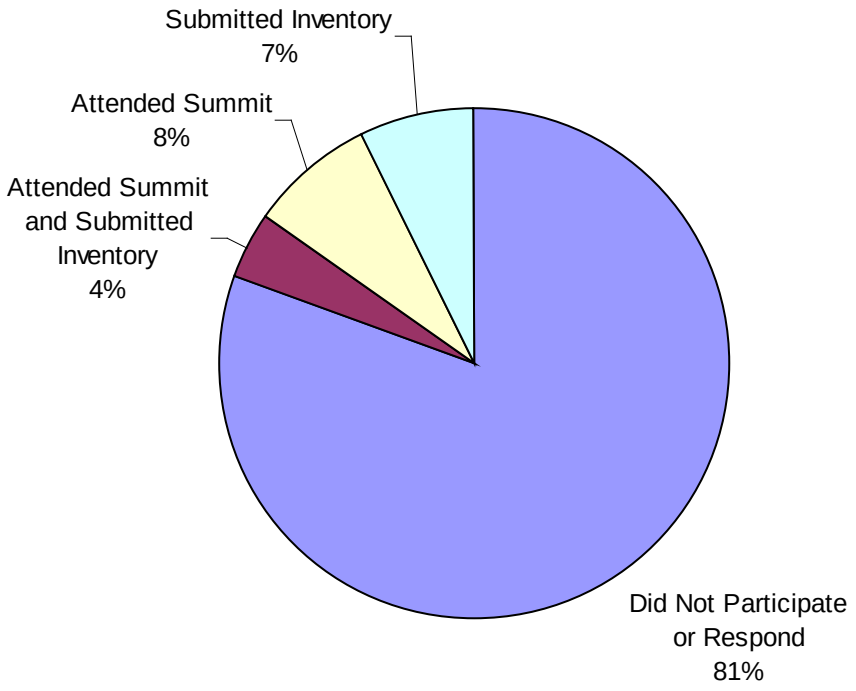


Table 2
Planning Participants

Agency Name	City	Attended Summit	Inventory Received?
MARSHALL CO AGENCY ON AGING	MARYSVILLE	Yes	Yes
COMM. HEALTH CARE HOME	ONAGA	Yes	Yes
MERCY HEALTH CENTER	MANHATTAN	Yes	Yes
WESTY COMMUNITY CARE HOME	WESTMORELAND	Yes	Yes
GEARY CO SENIOR CNTR & TRANSPORTATION	JUNCTION CITY	Yes	Yes
ST JOESPH VILLAGE	MANHATTAN	Yes	Yes
NEK-CAP, INC	HIAWATHA	Yes	Yes
SUPERINTENDENT USD 383	MANHATTAN	Yes	Yes
BIG LAKES DEVELOPMENTAL CENTER	MANHATTAN	Yes	Yes
Clay County Task Force	Clay Center	Yes	Yes
CSS DIRECTOR PAWNEE MENTAL HEALTH	MANHATTAN	Yes	Yes
Riley County ATA	Manhattan	Yes	Yes
TWIN VALLEY DEVELOPMENTAL CENTER	GREENLEAF	Yes	Yes
POTT.CO. TRANSPORTATION	ONAGA	Yes	No
MANHATTAN WORKFORCE CENTER	MANHATTAN	Yes	No
GEARY COMMUNITY HOSPITAL	JUNCTION CITY	Yes	No
WAMEGO CITY HOSPITAL & CLINICS	WAMEGO	Yes	No
MEADOWLARK HILLS	MANHATTAN	Yes	No
BICENTENNIAL MANOR	JUNCTION CITY	Yes	No
G & B ENTERPRISES	JUNCTION CITY	Yes	No
RSVP	MANHATTAN	Yes	No
BRIAN COON KSU	MANHATTAN	Yes	No
4-H AND SENIOR CENTER	JUNCTION CITY	Yes	No
FLINT HILLS COMMUNITY CLINIC	MANHATTAN	Yes	No
PAWNEE MENTAL HEALTH SERVICES	MANHATTAN	Yes	No
CLAY COUNTY HEALTH DEPT	CLAY CENTER	No	Yes
NEMAHA COUNTY TRANSIT	SENECA	No	Yes
HOMECARE & HOSPICE	MANHATTAN	No	Yes
ONAGA-COMMUNITY HOSPITAL	ST MARYS	No	Yes
SENIOR ADULT PROGRAM	MANHATTAN	No	Yes
FRANKFORT COMMUNITY CARE HOME	FRANKFORT	No	Yes
ALTERRA STERLING HOUSE OF JUNCTION CITY	JUNCTION CITY	No	Yes
CENTENNIAL HOMESTEAD HOME	WASHINGTON	No	Yes

Attachment C contains the stakeholder contact log, which is a complete list of organizations who were contacted as part of the planning process.

Transportation Providers Funded by KDOT

Transportation providers who are members of CTD 4 receive capital and operating

assistance from the state and federal government. The two primary funding programs are the Section 5310 (Specialized Transportation for the Elderly or Disabled) and Section 5311 (General Public Transportation). The following paragraphs include descriptions of providers funded by KDOT.

Big Lakes Developmental Center, Inc

This non-profit corporation provides all types of trips to individuals with developmental disabilities and the general public. This provider uses a modified demand response system to serve the counties of Riley, Geary, Clay and Potawatomie. The center is funded by Section 5311 funds and owns six vehicles, including four lift-equipped.

Community HealthCare System, Inc.

This non-profit corporation provides a wide variety of trips for medical, personal business, recreational, shopping, and fitness centers for a wide variety of services, including inpatient, outpatient, fitness, nursing home, and assisted living. The provider uses a demand response system to serve the counties of Pottawatomie, Jackson, Shawnee, Marshall, Nemaha and Wabunsee and is funded by Section 5310 and State funds. The non-profit owns three vehicles including two lift vehicles.

Geary County Senior Citizen's, Inc.

This non-profit corporation provides all types of trips to the elderly, disabled, and general public for a six-mile radius around the senior center, including Junction City and Grandview Plaza. The provider utilizes a demand response and deviated route system and is funded by Section 5311 funds. The non-profit owns three vehicles including two lift vehicles.

Marshall County Agency on Aging

This county organization provides a demand response service to the elderly, disabled and general public for all types of trips within and immediately surrounding Marshall County. The county organization is funded by Section 5311 funds and owns four vehicles including one lift-equipped vehicle.

Meadowlark Hills Foundation

This non-profit service provides a demand response system serving the elderly in Riley County for all types of trips. The non-profit is funded by Section 5310 and has four vehicles, including two lift-equipped vehicles.

Pawnee Mental Health Services

This non-profit corporation provides medical, recreational, and employment trips to disabled individuals within Riley, Geary, Marshall, Clay and Pottawatomie counties. The provider utilizes a demand response and deviated route service, and is funded by Section 5310 and State funds. The agency owns ten vehicles, including one left-equipped vehicle.

Pottawatomie County Transportation

This non-profit corporation provides all types of trips to the elderly, disabled and general public using a deviated route service. The agency serves Pottawatomie County and surrounding areas, with funding by Section 5311 funds. The organization owns two vehicles including one lift-equipped vehicle.

Riley County Area Transportation Agency

This private non-profit organization provides demand response and deviated route general public transportation to the citizens of Manhattan and Riley County. The agency is funded by Section 5311 capital and operating funds, and owns five vehicles, all of which are lift-equipped.

St. Joseph Village

This organization provides a demand response transportation service for residents of St. Joseph village (Healthcare and Assisted Living) to physician appointments, recreation, shopping, banking and other residents within Riley County with occasional trips to Topeka. State funds support the organizations transportation system, and they have two vehicles, both of which are lift-equipped.

Twin Valley Developmental Service Transit

This non-profit corporation provides all types of trips, excluding education, to the elderly, disabled, and general public. The non-profit serves Washington and Marhsall Counties, but is transport riders all over the state. Section 5311, Section 5310, and State funds fund the non-profit. The organization utilizes a demand response and fixed route service, with access to eighteen vehicles including seven lift-equipped.

Table 3

Transportation Providers Funded by FTA 5310, 5311 or State

COUNTY	AGENCY NAME	TYPE OF SERVICE	FUNDING	TOTAL OF VEHICLES (KDOT VEHICLES IN PARENTHESES)
RILEY	BIG LAKES DEVELOPMENTAL CENTER	MODIFIED DEMAND RESPONSE	5311	33 (6)
CLAY	CLAY COUNTY DEVELOPMENT TASK FORCE		5311	2
POTTAWATOMIE	COMM. HEALTH CARE HOME	DEMAND RESPONSE	5310, STATE FUNDS	17 (3)
MARSHALL	FRANKFORT COMMUNITY CARE HOME		5310	1
GEARY	GEARY CO SENIOR CNTR & TRANSPORTATION	DEMAND RESPONSE, DEVIATED ROUTE	5311	3 (3)
MARSHALL	MARSHALL CO AGENCY ON AGING	DEMAND RESPONSE	5311	13 (4)
RILEY	MEADOWLARK HILLS FOUNDATION	DEMAND RESPONSE	5310	9 (4)
RILEY	MERCY HEALTH CENTER		5310	1
NEMAHA	NEMAHA COUNTY TRANSIT		5311	2
RILEY	PAWNEE MENTAL HEALTH	DEMAND RESPONSE, DEVIATED ROUTE	5310, STATE FUNDS	23 (10)
POTTAWATOMIE	POTTAWATOMIE .CO. TRANSPORTATION	DEVIATED ROUTE	5311	2
RILEY	RILEY COUNTY ATA	DEMAND RESPONSE, DEVIATED ROUTE	5311	(5)

COUNTY	AGENCY NAME	TYPE OF SERVICE	FUNDING	TOTAL OF VEHICLES (KDOT VEHICLES IN PARENTHESES)
RILEY	ST JOESPH VILLAGE	DEMAND RESPONSE	5310, STATE FUNDS	2 (2)
WASHINGTON	TWIN VALLEY DEVELOPMENTAL CENTER	DEMAND RESPONSE, FIXED ROUTE	5311	27 (18)
POTTAWATOMIE	WESTY COMMUNITY CARE HOME		5310	1

Other Transportation Providers in CTD 4

There are also other funding sources for transportation providers. Table 4 consists of an inventory of other transportation providers that serve CTD 4.

Table 4
Other Transportation Providers in CTD 4

COUNTY	AGENCY NAME	CITY	TYPE OF AGENCY
GEARY	ALTERRA STERLING HOUSE	JUNCTION CITY	NURSING FACILITY
RILEY	BELL TAXI CAB	MANHATTAN	
WASHINGTON	CENTENNIAL HOMESTEAD HOME	WASHINGTON	NURSING FACILITY
RILEY	FLINT HILLS COMMUNITY CLINIC	MANHATTAN	
MARSHALL	FRANKFORT COMMUNITY CARE HOME	FRANKFORT	NURSING FACILITY
RILEY	HOMECARE & HOSPICE	MANHATTAN	
GEARY	JUNCTION CITY FT. RILEY MANHATTAN TRANSP. CO.	JUNCTION CITY	
JACKSON	NEK-CAP	HIAWATHA	COMMUNITY ACTION
POTTAWATOMIE	ONAGA-COMMUNITY HOSPITAL	ST. MARYS	NURSING FACILITY
RILEY	SENIOR ADULT PROGRAM	MANHATTAN	MENTAL HEALTH SERVICES
RILEY	ST. JOSEPH VILLAGE	MANHATTAN	NURSING FACILITY
RILEY	SUNFLOWER CASA PROJECT	MANHATTAN	CHILD ADVOCACY
RILEY	TAXI 4 LESS	MANHATTAN	
RILEY	USD 383	MANHATTAN	SCHOOL DISTRICT

Intercity Bus

One intercity bus serves CTD 4, but only stops in one town inside the CTD. The nearest intercity bus stop is in Junction City. Figure 5 illustrates intercity bus routes nearest to CTD 4.

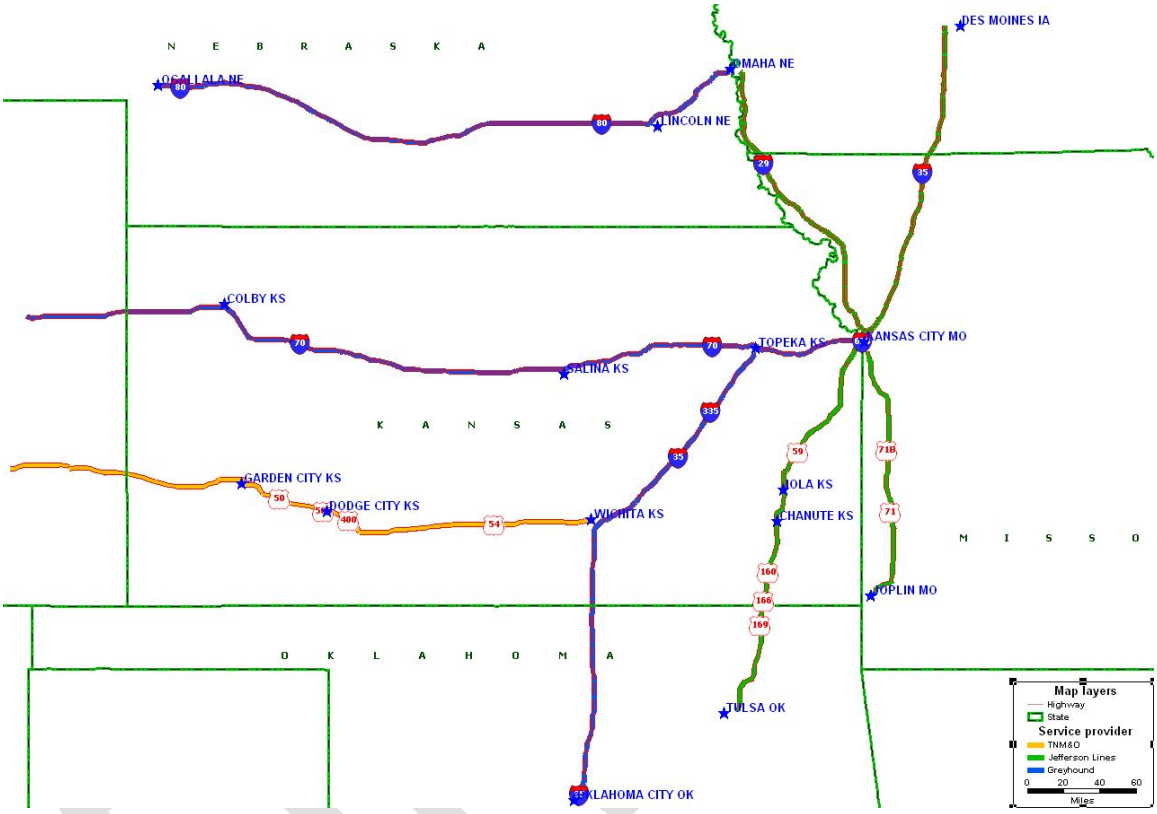


Figure 5: Intercity Bus Routes

Five intercity bus companies were invited to the Transportation Summit on May 16th, 2007; however, none of them attended the summit. The companies invited include the following:

- American Bus Association;
- Autobuses Los Paisanos;
- El Conejo Bus Lines;
- Greyhound (Industry Relations); and
- Jefferson Lines (Marketing and Sales).

Emergency Preparedness and Response Plans (Transportation)

Transportation planning and coordinating the needs of vulnerable populations can significantly contribute to the success of emergency responses. The following groups require special consideration when preparing evacuation plans: the transportation dependent population; the population residing in nursing, assisted living, or other residential facilities; and hospital patients.

Three local emergency planning officials were invited to the transportation summit, which included:

Major Garry Berges, Emergency Services
Mandy Chapman-Semple, Emergency Shelter
Red Cross of Marshall County

None of those invited attended the summit.

4. Transportation Needs in the CTD

Framework for Action Survey Results

To assess the current level of coordination in CTD 4, over 281 transportation and human service providers were asked to complete an online survey. The Framework for Action: A Self-Assessment Tool for Communities was the survey instrument used. Table 5 provides a summary of the results of the web-based survey.

Table 5
Summary of Survey Results
(N=12 individuals)

Area	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
1. Making Things Happen by Working Together	17%	0%	58%	8%	2%
2. Taking Stock of Community Needs and Moving Forward	9%	18%	55%	18%	0%
3. Putting Customers First	50%	0%	33%	17%	0%
4. Adapting Funding for Greater Mobility	0%	17%	25%	33%	25%
5. Moving People Efficiently	25%	8%	42%	8%	17%

Service Gaps: What do we need to do better?

During the summit, each sub-group was asked to assess whether the current transportation system is meeting communities expectations. They were asked to create a list of "What do we need to do better?" Below is a summary of their comments.

- **Improve Education and awareness of transportation needs.**
  - Work together with the community
  - Better advertising
  - Get the word out to employers about public transportation
  - Open communication with community members, ex: social agency, other providers, local, county and state government and employers
- **Improve coordination between providers**
  - Better communication
  - More flexibility
  - Coordination between service providers
  - Interagency Cooperation
  - Better networking
- **Expand service**
  - Extended hours-night and weekends
  - Provide transportation for rural areas
  - Bilingual needed
  - More funding
  -

5. Prioritized Transportation Service Needs in CTD 4

4 priorities were developed for work in CTD 4, as follows:

1. Expand transit service hours for nights and weekends in CTD 4
2. Increased marketing to improve public and legislative support of transit
3. Eliminate duplicate service, and fill in service gaps in CTD 4
4. Increase coordination and communication among transportation providers

Action Plan for CTD #4

Goal 1: Improve collaboration and coordination among Coordinated Transit District members, other transportation providers, and human service providers in the area to expand service to meet the needs of the transit dependent.

Objective	*Action Steps*	Sub-Tasks	Timeline	Responsible Party	Outcome Measures	Notes
a) To eliminate duplicated services	1. Evaluate gaps and services in areas.	Have transportation providers and CTD meet together to agree on each provider's service modifications and concentrations.	2010		Duplicated service is identified and eliminated.	Ensure that funding for each provider won't be threatened by modifying or concentrating services.
	2. Identify agencies serving similar customers.					
	3. Perform a service and vehicle inventory.		2010		Vehicles spend more time being utilized and less time sitting in the garage. Transportation providers adopt policies for reimbursement of vehicle and driver use between providers	Federal policy on vehicle sharing located at http://www.unitedweride.gov/1_1165_ENG_HTML.htm

Objective	*Action Steps*	Sub-Tasks	Timeline	Responsible Party	Outcome Measures	Notes
b) To centralize CTD services	1. Utilize centralize dispatch service	1. Agree on common communication system 2. Centralize list of providers	2010		Centralize access point for transportation providers.	
c) To meet basic needs of the transit dependent.	1. Use marketing to inform transit-dependent population of services.		2010			To maintain rider independence.

UNITED WE RIDE
COORDINATING HUMAN SERVICE TRANSPORTATION

Action Plan for CTD #4

Goal 2: Work together to start, continue and improve education and awareness of the public about the transportation needs and solutions in their communities.

Objective	*Action Steps*	Sub-Tasks	Timeline	Responsible Party	Outcome Measures	Notes
a) To educate community on the need for transit.	1. Increase the use of public press – media and newspaper as a means to increase awareness of transit service in CTD 4.	1. CTD to place ads in newspapers. 2. CTD to place PSA's on the radio and TV. 3. CTD to post flyers in agencies and Stores	2010		CTD to bring the right players to the table (city planner, county, etc.) CTD to make local government and agencies staff aware of different services offered. Alert people to what would happed if there was NO public transportation	
	2. Agree on message to be used in media					
	3. Design brochure and ad graphical format.					

Objective	*Action Steps*	Sub-Tasks	Timeline	Responsible Party	Outcome Measures	Notes
b) Educate and motivate legislators at all levels regarding rural needs and to support transit.	1. Motivate public to support us at legislative levels (letters and appearances) 2. Create a brief presentation that can be used by the CTD members or their board members	1. Select the presenter. 2. Contact the representatives of each local government and request the opportunity to speak at the next public meeting. 3. Give the presentations. 4. Invite the representative to on-going CTD meetings / events. 5. Provide a hand-out that contains community specific information for the decision makers. 6. Solicit their support for more funding.	2010		Increased funding from legislators	Select speakers who can summarize the current level of funding and the transportation needs in NE Kansas.

7. Project Selection Priorities

Project selection in CTD 4 will be based on the following priorities:

A. **Projects addresses are of greatest need.**
   Currently identified high-priority needs include
   i. Expand hours, or service to underserved areas.
   ii. Improves transportation education
   iii. Improves training.

B. **Project is most cost effective.**
   i. Provides services the most people for the least money
   ii. The expected benefits are the greatest for the amount of money expenses
   iii. The most use is made of existing resources to deliver a new service
   iv. The project will reduce costs in the long run

C. **Project demonstrates the great amount of coordination among partners.**
   i. Most partners are involved
   ii. Leverages the most funds from partnerships
   iii. Service to clients is most coordinated and integrated
   iv. Administration is the most coordinated and integrated

Attachment A- Sample letter of invitation to participate

April 12, 2007

You are invited t attend
Transportation Needs Summit for North East Kansas
Identifying public and human services transportation needs
May 16, 2007
10:00 A.M. – 3:00 P.M.
(Lunch Provided))

Clarion Hotel
530 Richards Dr.
Manhattan, KS 66502

Hosted by the
Two Lakes Coordinated Transit Alliance, Inc.
(Washington, Riley, Geary, Clay, Pottawatomie and Marshall

Please R.S.V.P. to Big Lakes, 1416 Hayes Dr., by May 7, 2007 to allow us to plan for lunch

In August 2005, Congress passed the SAFE, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing funding for transportation services. As part of this reauthorization, agencies receiving funds for public and specialized transportation services must meet certain planning-requirements.

One requirement of our funding is that projects must be part of a "locally-developed, coordinated public transit-human services transportation plan." This plan must be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public.

You have been identified as representing an agency with an interest in mobility needs for people living in this six (6) County service area. You are invited to participate in a transportation summit to help improve services to help us make sure that we target transportation resources to the right services and deliver them as efficiently as possible by working with the other service agencies in our communities.

The planning process requires an inventory of all of the transportation human service providers in our region. Please complete the enclosed inventory and return it before May 7, 2007 in the self-addressed stamped envelope. At the meeting we will review the inventory and complete an assessment of human services transportation coordination services within our area and an action plan for steps to improve coordination efforts.

Please RSVP to this meeting invitation on or before May 7, 2007 by calling (785) 776-9201 or emailing pkorenek@biglakes.org. We look forward to seeing you on May 16, 2007 in Manhattan.

You also are asked to complete an online survey which will help identify priorities for transportation needs in our area. Please go to http://www.ksunitedweride.org. Look under "What's New" for the Framework for Action for our CTD. Click on the link to go to a survey that will take approximately 5-10 minutes to complete. We would greatly appreciate it if you would take the time to respond to that survey to help us in the work that will be done at the transportation summit. Please complete this survey by May 7, 2007.

Thank you for your time and assistance in this important process.

Sincerely,

Francis Begnoche
President
Two Lakes Coordinated Transit Alliance, Inc.

Attachment: Inventory with instruction and envelope (please mail back by May 7, 2007

Attachment B- Completed Framework for Action

Framework for Action:

BUILDING THE FULLY COORDINATED TRANSPORTATION SYSTEM

A Self Assessment Tool for Communities

Survey Summary

CTD 4

May 10, 2007

Survey Overview

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
Making Things Happen by Working Together in CTD 4.					
My overall evaulation of how well the counties in CTD 4 are doing in the area of "Making Things Happen by Working Together":	2 17%	0 0%	7 58%	1 8%	2 17%
"Taking Stock of Community Needs and Moving Forward in CTD 4" Overall Evaluation:					
My overall evaluation of how well we are doing in the area of "Taking Stock of Community Needs and Moving Forward in CTD 4":	1 9%	2 18%	6 55%	2 18%	0 0%
"Putting Customers First" Overall Evaluation					
My overall evaluation of how well we are doing in the area of "Putting Customers First":	6 50%	0 0%	4 33%	2 17%	0 0%
Adapting Funding for Greater Mobility in CTD 4.					
My overall assessment of how well we are doing in Adapting Funding for Greater Mobility in CTD 4:	0 0%	2 17%	3 25%	4 33%	3 25%
"Moving People Efficiently in CTD 4" Overall Assessment					
My overall assessment of "Moving People Efficiently" in CTD 4:	3 25%	1 8%	5 42%	1 8%	2 17%

Area 1: Making Things Happen by Working Together in CTD 4.

The key factor for "making things happen in CTD 4" is that individuals and organizations in our communities help envision, organize, and sustain a coordinated system that provides mobility and access to transportation for all.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
Have community leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?	0 0%	5 42%	3 25%	2 17%	2 17%
Is a governing framework in place that brings together providers, agencies, and consumers? With clear guidelines that all embrace?	2 17%	2 17%	6 50%	0 0%	2 17%
Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?	1 8%	1 8%	7 58%	1 8%	2 17%
Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?	0 0%	3 25%	6 50%	1 8%	2 17%
Is there positive momentum? Is there growing interest in and commitment to coordinate human service transportation trips and maximize resources?	0 0%	4 33%	5 42%	3 25%	0 0%

Comments about "Making Things Happen by Working Together" in CTD 4.

1 We do work well together and meet regularly.

2 Agencies that already provide transportation are busy. Expansion of services are needed, especially to out of town physician appointments from Manhattan to Topeka or Kansas City.

3 I do not think that the FTA understands that we all have other jobs and we need more time and less you have to as this is grant time for some of the projects and everyone is torn as to what direction to turn with this. We do understand that this needs to be done. But can we have some understanding from FTA about this time line. Please.

4 The largest hurdle we face is insurance restrictions. There will be no sharing of vehicles due to the way insurance does us.

5 We have not been involved in any coordinated planning with local gov't.

6 Nursing need more defined guidelines. Our first responsibility is to our residents.

Area 2: Taking Stock of Community Needs and Moving Forward in the Counties of CTD 4.

The driving force for this area is the availability of a completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment is used for planning and action.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done Well	Needs Some Action	Needs Substantial Action	Needs to Begin	Unsure
Is there an inventory of community transportation resources and programs that fund transportation services?	2 17%	3 25%	3 25%	1 8%	3 25%
Is there a process for identifying duplication of services, underused assets, and service gaps?	2 17%	1 8%	4 33%	3 25%	2 17%
Are the specific transportation needs of various target populations well documented?	1 8%	4 33%	3 25%	2 17%	2 17%
Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?	0 0%	1 8%	4 33%	3 25%	4 33%
Are transportation line items included in the annual budgets for all human service programs that provide transportation services?	0 0%	2 17%	3 25%	1 8%	6 50%
Have transportation users and other stakeholders participated in the community transportation assessment process?	0 0%	2 17%	5 42%	3 25%	2 17%
Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?	0 0%	3 25%	5 42%	2 17%	2 17%
Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?	1 8%	2 17%	3 25%	5 42%	1 8%
Is the plan for human services transportation coordination linked to and supported by other plans such as the Regional Transportation Plan, State Transportation Improvement Plan, human service program plans, and other state	1 8%	1 8%	4 33%	3 25%	3 25%

and local plans?					
Is data being collected on the benefits of coordination? Are the results communicated strategically?	1 8%	1 8%	4 33%	3 25%	3 25%

6. Comments about "Taking Stock of Community Needs and Moving Forward" in CTD 4:
1 We discuss needs and move in that direction. 2 Transportation is being advertized as available to the general public, but there is no data to reveal if needs are being met or not. 3 I know what our Community/County needs and some of the ideas the Feds have will work well in the Cities, but here in the boonies, we have local problems. Sharing will not happen until Insurance issues are resolved to share drivers. 4 Too many things are in the way of providing an efficient coordinated transportation. 5 Currently unaware of what the rest of the community needs.

Area 3: Putting Customers First

The driving force for this area is that customers including people with disabilities, older adults, and low-income riders have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Does the transportation system have an array of user-friendly and accessible information sources? Are efforts being made to inform the transportation users about available programs and services?	1 8%	5 42%	4 33%	1 8%	1 8%
Are travel training and consumer education programs available on an ongoing basis?	3 25%	0 0%	5 42%	2 17%	2 17%
Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?	1 8%	2 17%	4 33%	3 25%	2 17%
Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?	1 8%	2 17%	2 17%	4 33%	3 25%
Are marketing and communications programs used to build awareness and encourage greater use of the services?	3 25%	3 25%	3 25%	1 8%	2 17%

Comments about Putting Customers First in CTD 4:

1 In our area the customers are well informed.

2 Our Agency continually tries to bend with the customer. We have hired extra drivers to accomodate the user.

3 There are areas that this is covered well.

4 We evaluate our individual service.

Area 4: Adapting Funding for Greater Mobility in CTD 4.

The driving factor in this area is that "innovative accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs."

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Is there a strategy for systematic tracking of financial data across programs? Are local funding allocations based on demonstrated evidence of coordinated activities?	1 8%	0 0%	3 25%	3 25%	5 42%
Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?	0 0%	1 8%	2 17%	4 33%	5 42%

Comments about "Adapting Funding for Greater Mobility in CTD 4":

1 More funding is need for the daily medical treatments.

2 I answered this as unsure due to the fact, I am unsure what is ment by the automated billing.

3 Unsure what the local needs are.

Area 5: Moving People Efficiently in CTD 4.

The driving factor for this area is that multi-modal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Done well	Needs some action	Needs substantial action	Needs to begin	Unsure
Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?	2 17%	0 0%	2 17%	6 50%	2 17%
Are support services coordinated to lower costs and ease management burdens?	2 17%	0 0%	5 42%	1 8%	4 33%
Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?	2 17%	0 0%	3 25%	3 25%	4 33%
Have facilities been located to promote safe, seamless, and cost-effective transportation services?	3 25%	1 8%	4 33%	1 8%	3 25%

Comments about "Moving People Efficiently in CTD 4":

1 We cover a very large and rural area so it is very hard to move all people exactly when they want or need.\

2 I think our agency does as well as we can. We try to please the customer and provide a safe and pleasureable ride.

3 There is not any central dispatch in our area. But, at this point there is no need.

4 Again, no coordinated efforts that I am aware of.

5 Our first responsibility is our residents, then to the community itself. We can't send our residents with someonelse, and by the same token can only help in the community if it fits our schedule.

Please identify your affiliation. Please check all that apply:			
State agency personnel (local or regional office)		0	0%
Public transportation provider agency		6	50%
Human service transportation provider agency		3	25%
Human service agency with consumers in need of transportation services		7	58%
State association representing human service agencies		0	0%
Advocacy organization		0	0%
Consumer		0	0%
Intercity bus transportation		0	0%
Local governmental official		2	17%
Other, Please Specify View Responses		2	17%

Which counties do you directly serve or are you involved with? (Please check all that apply?)			
Clay		2	17%
Geary		3	25%
Marshall		5	42%
Pottawatomie		5	42%
Riley		5	42%
Washington		5	42

19. Comments or questions about this self-assessment process?
1 I hope that I answered this the right way to help our area.
2 There should have been a box with the word NO in the survey.

Attachment C- Stakeholder Contact Log

CTD members are encouraged to complete the information requested in this table and to update it periodically.

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
MARSHALL CO AGENCY ON AGING	MARSHALL	PANSY RUDOLPH	111 S. 8TH ST.	MARYSVILLE	66508	785-562-2020	MSCOAOA@BLUEVALLEY.NET
GEARY CO SENIOR CNTR & TRANSPORTATION	GEARY	DEBBIE ENGEL	1107 S SPRING VALLEY RD	JUNCTION CITY	66441		-
BIG LAKES DEVELOPMENTAL CENTER	RILEY	PHILLIP KORENEK	1416 HAYES DRIVE	MANHATTAN	66502	785-776-9201	PKORENEK@BIGLAKES.ORG
CLAY COUNTY TASK FORCE	CLAY COUNTY	GEORGE APPLETON	1619 3RD ST	CLAY CENTER	67432	785-632-5427	-
RILEY COUNTY ATA	RILEY	JOYCE QUINN	115 N. 4TH ST.	MANHATTAN	66502	785-537-6345	-
TWIN VALLEY DEVELOPMENTAL CENTER	WASHINGTON	JOAN BRABEC	413 COMMERCIAL STREET	GREENLEAF	66943	785-474-2251	JOANM@TWINVALLEY.NET
NEMAHA COUNTY TRANSIT	NEMAHA	FERN ODUM	504 EDWARD	SENECA	66538	785-336-3091	NCSS@NVCS.COM
COMM. HEALTH CARE HOME	POTTAWATOMIE	DORIS KUEHL	120 W.8TH	ONAGA	66521	785-889-4657	D.KUEHL@CHCS.KS.ORG
MERCY HEALTH CENTER	RILEY	RICHARD ALLEN	PO BOX 1289	MANHATTAN	66505	785-587-5488	LOU_IRWIN@MERCYREGIONAL.ORG
WESTY COMMUNITY CARE HOME	POTTAWATOMIE	MARTHA PELLOR	BOX 156	WESTMORELAND	66549	785-457-2801	MARTHAWCCH@BLUEVALLEY.NET
ST JOESPH VILLAGE	RILEY	JOY EDWARDS	2800 WILLOW GROVE RD	MANHATTAN	66502	785-539-7671	JOY_EDWARDS@VIA-CHRISTI.ORG
CSS DIRECTOR PAWNEE MENTAL HEALTH	RILEY	FRANCIS BEGNOCHE	1558 HAYES DR.	MANHATTAN	66502	785-587-4333	FRANCISB@PAWNEE.ORG
FRANKFORT COMMUNITY CARE HOME	MARSHALL	MARY SHUBKAGEL, ADM.	510 NORTH WALNUT	FRANKFORT	66427	785-292-4442	MARYS@FCCH.NET

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
NEK-CAP, INC	JACKSON	LU HANGLEY	PO BOX 380	HIAWATHA	66434	785-742-2222	LHANGLEY@NEKCAP.ORG
SUPERINTENDENT USD 383	RILEY	JOHN MAYBERRY	2031 POYNTZ AVE	MANHATTAN	66502	785-587-2830	KATIE@MANHATTAN.K12.KS.US
POTT.CO. TRANSPORTATION	POTTAWATOMIE	RUTH ENSLEY	301 W.9TH	ONAGA	66521		
MANHATTAN WORKFORCE CENTER	RILEY	TERRY UMSCHEID	PO BOX 940,	MANHATTAN	66505		
GEARY COMMUNITY HOSPITAL	GEARY	PAT BENSON	1102 ST MARYS RD	JUNCTION CITY	66441		
WAMEGO CITY HOSPITAL & CLINICS	POTTAWATOMIE	TARA PIPER/BECKY ALLEN	711 GLEN DR	WAMEGO	66547		
MEADOWLARK HILLS	RILEY	JEFF CHAPMAN	2121 MEADOWLARK RD	MANHATTAN	66502		
BICENTENNIAL MANOR	GEARY	JACKIE ROBINSON	1010 W 8TH ST	JUNCTION CITY	66441		
G & B ENTERPRISES	GEARY	GLENN PEUTT/JENNIFER MCKANE	1002 N WASHINGTON	JUNCTION CITY	66441		
RSVP	RILEY	LORI BISHOP	205 S. 4TH ST. #1K	MANHATTAN	66502		
BRIAN COON KSU	RILEY	/KSU	2118 FIEDLER HALL	MANHATTAN	66506		
4-H AND SENIOR CENTER	GEARY	DEBBIE ENGEL	1107 S. SPRING VALLEY RD	JUNCTION CITY	66441		
FLINT HILLS COMMUNITY CLINIC	RILEY	MEGHAN FINNEGAN	401 HOUSTON ST., STE C	MANHATTAN	66502	785-3.23-4351	
PAWNEE MENTAL HEALTH SERVICES	RILEY	ROBBIN COLE	BOX 747	MANHATTAN	66502		
CLAY COUNTY HEALTH DEPT	CLAY	DANA RICKLEY	820 SPELLMAN CIRCLE	CLAY CENTER	67432	785-632-3193	DRICKLEY@CCKANSAS.ORG
HOMECARE & HOSPICE	RILEY	WILLIAM PETERSON	323 POYNTZ AVE	MANHATTAN	66502	785-537-0688	VOLUNTEER@HOMECAREANDHOSPICE.ORG

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
ONAGA-COMMUNITY HOSPITAL	POTTAWATOMIE	RUSS STEWART/SHELLY SUTHER	206 GRAND AVE	ST MARYS	66536	785-437-2286	R.STEWART@CHCS-KS.ORG
SENIOR ADULT PROGRAM	RILEY	KATRINA WYANT	PO BOX 1289	MANHATTAN	66505	785-587-5405	-
ALTERRA STERLING HOUSE OF JUNCTION CITY	GEARY	JOYCE GFELLER	1022 N CAROLINE AVE	JUNCTION CITY	66441	785-762-3123	JEFELLER@LAWKDALELIVING.COM
CENTENNIAL HOMESTEAD HOME	WASHINGTON	DELORIS SYRING	311 E 2ND STREET	WASHINGTON	66968	785-325-2361	CENTENNIALHOME@SBCGLOBAL.ENT
SUNFLOWER CASA PROJECT	RILEY	JAYME MORRIS-HARDEMAN	PO BOX 158	MANHATTAN	66505	785-537-6367	SNFCASA@INTERKAN.NET
EMERGENCY SERVICES	GEARY	MAJOR GARRY BERGES	PO BOX 867	JUNCTION CITY	66441		-
MANHATTAN HOUSING AUTHORITY	RILEY	JOANN SUTTON	PO BOX 1024	MANHATTAN	66505		
MUNICIPAL JUDGE,	MARSHALL	BETTE J. LAMMERDING, THE HON	617 BROADWAY	MARYSVILLE	66508		-
POTT COUNTY HEALTH DEPT	POTTAWATOMIE	LESLIE CAMPBELL, R.N.	PO BOX 310	WESTMORELAND	66549		
ASSOCIATE DISTRICT JUDGE	RILEY	DAVID L. STUTZMAN, THE HON	PO BOX 158	MANHATTAN	66505		-
BLUE RAPIDS POLICE DEPT	MARSHALL	CHIEF OF POLICE	4 PUBLIC SQUARE	BLUE RAPIDS	66411		
CASA DIR.,	GEARY	JEAN CLARK	PO BOX 1147	JUNCTION CITY	66441		
CHIEF OF OPERATIONS, JCPD	GEARY	CAPT. DAN BRECI	210 E. 9TH ST.	JUNCTION CITY	66441		
CHIEF OF POLICE	CLAY	BILL ROBINSON	PO BOX 115 C	CLAY CENTER	67432		-
CHIEF OF POLICE	GEARY	BOB STORY	210 E. 9TH	JUNCTION CITY	66441		
CHIEF OF POLICE	CLAY	GLEN MALLAM	609 GROVE	WAKEFIELD	67487		
CHIEF OF POLICE	POTTAWATOMIE	KENNETH SEAGER	428 LINCOLN PO BOX 86	WAMEGO	66547		
CHIEF OF POLICE	MARSHALL	TODD ACKERMAN	617 BROADWAY	MARYSVILLE	66508		-
CHIEF OF POLICE	MARSHALL	WATERVILLE POLICE DEPT	PO BOX 387	WATERVILLE	66548		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
CHIEF OF POLICE GRANDVIEW PLAZA POLICE	GEARY	BRADLEY CLARK	402 STATE AVE	JUNCTION CITY	66441		
CITY PROSECUTOR	RILEY	TOM ADDAIR	610 COLORADO	MANHATTAN	66502		
CLAY COUNTY SHERIFF	CLAY	CHUCK DUNN	PO BOX 115	CLAY CENTER	67432		
COMM. RESOURCE OFFICER, MARYSVILLE POLICE DEPT.	MARSHALL	RICH ROCKWELL	617 BROADWAY	MARYSVILLE	66508		
COMMUNITY CORRECTIONS	GEARY	MEREDITH BUTLER	801 N. WASHINGTON ST.	JUNCTION CITY	66441		
COMMUNITY INVOLVEMENT UNIT	GEARY	CAPT. WILLIAM RICH	210 E. 9TH ST.	JUNCTION CITY	66441		
COMMUNITY OUTREACH COOR., RILEY COUNTY POLICE DEPT	RILEY	BRIAN LONDON	1001 SETH CHILDS	MANHATTAN	66502		
COUNTY ATTORNEY	RILEY	BARRY WILKERSON	105 COURTHOUSE PLAZA	MANHATTAN	66502		
COUNTY ATTORNEY	CLAY	RICHARD JAMES	PO BOX 134	CLAY CENTER	67432		
COUNTY ATTORNEY, COURTHOUSE AT WESTMORELAND	POTTAWATOMIE	SHERRI SCHUCK	PO BOX 219	WESTMORELAND	66549		
COUNTY ATTORNEY, MARSHALL COUNTY COURTHOUSE	MARSHALL	BRIAN CARROLL	1201 BROADWAY	MARYSVILLE	66508		
COUNTY ATTORNEY, WASHINGTON COUNTY COURTHOUSE	WASHINGTON	JASON BRINEGAR	PO BOX 235	WASHINGTON	66968		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
COURT ADMINISTRATOR	RILEY	BECKY TOPLIFF	PO BOX 158	MANHATTAN	66505		
COURT ADMINISTRATOR	GEARY	CECIL ASKA	PO BOX 1147	JUNCTION CITY	66441		
COURT SERVICE OFFICE	WASHINGTON		214 C STREET	WASHINGTON	66968		
COURT SERVICE OFFICER	CLAY	ELLEN ANDERSON	PO BOX 203	CLAY CENTER	67432		
COURT SERVICE OFFICER	POTTAWATOMIE	SUSAN CLASEN	PO BOX 129	WESTMORELAND	66549		
COURT SERVICE OFFICER	MARSHALL	SUSAN LUKE	PO BOX 149	MARYSVILLE	66508		
COURT SERVICES OFFICER	RILEY	KEVIN C. MURRAY	PO BOX 158	MANHATTAN	66505		
COURT SERVICES OFFICER	GEARY	NIKKI DAVENPORT	PO BOX 1147	JUNCTION CITY	66441		
DETENTION CENTER,	GEARY	BRAD SCHOLZ	820 MONROE	JUNCTION CITY	66441		
DISTRICT JUDGE	GEARY	BENJAMIN SEXTON, THE HON	PO BOX 1147	JUNCTION CITY	66441		
DISTRICT JUDGE	RILEY	MERYL D. WILSON, THE HON	PO BOX 158	MANHATTAN	66505		
DISTRICT JUDGE	RILEY	PAUL MILLER, THE HON	PO BOX 158	MANHATTAN	66505		
DISTRICT JUDGE	GEARY	STEVEN L. HORNBAKER	PO BOX 1147	JUNCTION CITY	66441		
DISTRICT JUDGE	POTTAWATOMIE	TRACY KLINGINSMITH, THE HON	PO BOX 129	WESTMORELAND	66549		
DISTRICT MAGISTRATE JUDGE	CLAY	BILL MALCOLM, THE HON	PO BOX 203	CLAY CENTER	67432		
DISTRICT MAGISTRATE JUDGE	POTTAWATOMIE	GARY L. NAFZIGER, THE HON	PO BOX 129	WESTMORELAND	66549		
DISTRICT MAGISTRATE JUDGE	GEARY	JOHN BARKER, THE HON	PO BOX 1147	JUNCTION CITY	66441		
DISTRICT MAGISTRATE JUDGE	POTTAWATOMIE	STEVE M. ROTH, THE HON	PO BOX 129	WESTMORELAND	66549		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
DISTRICT MAGISTRATE JUDGE	WASHINGTON	TERRY TAYLOR, THE HON	214 C STREET	WASHINGTON	66968		
FRANKFORT POLICE DEPT	MARSHALL	CHIEF OF POLICE	109 N. KANSAS AVE.	FRANKFORT	66427		-
GEARY COUNTY ATTORNEY	GEARY	STEVEN OPAT	801 N. WASHINGTON	JUNCTION CITY	66441		-
GEARY COUNTY COURTHOUSE	GEARY	DAVID PLATT, THE HON	PO BOX 1147	JUNCTION CITY	66441		-
GEARY COUNTY SHERIFF	GEARY	JIM JENSEN	PO BOX 867	JUNCTION CITY	66441		
HANOVER HOUSING AUTHORITY	WASHINGTON	DIANA SEDLACEK	103 N. HIGHLAND	HANOVER	66945	785-337-2692	HUMAN@IDIR.NET
HANOVER POLICE DEPT	WASHINGTON		214 W ELM	HANOVER	66945		
HOUSING AUTHORITY	CLAY		330 W. COURT ST	CLAY CENTER	67432		
JC GEARY CO. HEALTH DEPT	GEARY	MELODY SAXTON	PO BOX 282	JUNCTION CITY	66441		-
LINN HOUSING AUTHORITY	WASHINGTON		PO BOX 103	LINN	66953		-
MAGISTRATE JUDGE	GEARY	MARITZA SEGARRA, THE HON	PO BOX 1147	JUNCTION CITY	66441		
MANHATTAN CITY COMM.	RILEY	BRUCE SNEAD	1101 POYNTZ AVE.	MANHATTAN	66502		
MANHATTAN CITY COMM.	RILEY	ED KLIMEK	1101 POYNTZ AVE.	MANHATTAN	66502		
MANHATTAN CITY COMM.	RILEY	JAYME MORRIS-HARDEMAN	1101 POYNTZ AVE	MANHATTAN	66502		-
MANHATTAN CITY COMM.	RILEY	MARK HATESOHL	1101 POYNTZ AVE.	MANHATTAN	66502		
MANHATTAN CITY COMM.	RILEY	RON FEHR	1101 POYNTZ AVE	MANHATTAN	66502		
MANHATTAN CITY COMM.	RILEY	TOM PHILLIPS	1101 POYNTZ AVE.	MANHATTAN	66502		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
MARSHALL CO COMM RESOURCE	MARSHALL		405 N. 4TH ST.	MARYSVILLE	66508		
MARSHALL CO. HEALTH DEPT	MARSHALL	SUE RHODES	600 BROADWAY	MARYSVILLE	66508		
MARSHALL COUNTY COMMUNITY CORRECTIONS	MARSHALL	CHRIS DENNER	PO BOX 149	MARYSVILLE	66508		
MARYSVILLE MUNICIPAL COURT	MARSHALL	LYDIA ALLERHEILIGEN	617 N. BROADWAY	MARYSVILLE	66508		
MUNICIAL JUDGE	CLAY	SUSAN CARLSON, THE HON	PO BOX 117	CLAY CENTER	67432		
MUNICIPAL COURT	WASHINGTON		PO BOX 296	WASHINGTON	66968		
MUNICIPAL COURT JUDGE	RILEY	PATRICK CAFFEY, THE HON	610 COLORADO	MANHATTAN	66502		
MUNICIPAL COURT, CITY HALL	POTTAWATOMIE	BLAINE CARTER, THE HON	PO BOX 86	WAMEGO	66547		
MUNICIPAL JUDGE	GEARY	CHARLES I. PLATT, THE HON	PO BOX 287	JUNCTION CITY	66441		
ONAGA HOUSING AUTHORITY	POTTAWATOMIE	NANCY BERGES	840 CLIFTON	ONAGA	66521		
PALMER HOUSING AUTHORITY	WASHINGTON		313 W. 13TH STREET	PALMER	66962		
PUBLIC HOUSING AUTHORITY	GEARY		1212 W. 6TH ST.	JUNCTION CITY	66441		
RILEY CO.PUBLIC WORKS	RILEY	LEON HOBSON	110 COURTHOUSE	MANHATTAN	66502		
RILEY COUNTY COMMUNITY CORRECTIONS	RILEY	FRANK MCCOY	115 N. 4TH ST.	MANHATTAN	66502		
RILEY COUNTY POLICE DEPT	RILEY	CAPT. JOHN DOEHLING	1001 SETH CHILDS RD.	MANHATTAN	66502		
RILEY COUNTY POLICE DEPT.	RILEY	WILLIAM M. WATSON	1001 SETH CHILDS RD	MANHATTAN	66502		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
RILEY COUNTY-MANHATTAN HEALTH DEPT.	RILEY	CHUCK MURPHY	2030 TECUMSEH RD.	MANHATTAN	66502		-
SHERIFF OF MARSHALL COUNTY	MARSHALL	KENNETH COGGINS	107 S. 13TH ST.	MARYSVILLE	66508		
SHERIFF OG POTT COUNTY	POTTAWATOMIE	GREG RIATT	PO BOX 250	WESTMORELAND	66549		-
SHERIFF, LAW ENFORCEMENT CENTER	WASHINGTON	VERNI W. OVERBECK	301 B STREET	WASHINGTON	66968		
ST MARY'S POLICE DEPT	POTTAWATOMIE		412 W, BERTRAND AVE.	ST MARYS	66536		-
WAMEGO HOUSING AUTHORITY	POTTAWATOMIE		1201 CHRYSLER DRIVE	WAMEGO	66547		
WASHINGTON CO HEALTH DEPT	WASHINGTON		115 W 3RD	WASHINGTON	66968		
WASHINGTON POLICE DEPT	WASHINGTON		PO BOX 296	WASHINGTON	66968		
WATERVILLE HOUSING AUTHORITY	MARSHALL		500 E WALNUT	WATERVILLE	66548		
YMCA	GEARY	TED HAYDEN	PO BOX 113	JUNCTION CITY	66441		
FLINT HILLS JOB CORPS,	RILEY	GARY VESTA	4620 EUREKA DR.	MANHATTAN	66503		
JUNCTION CITY FT RILEY MANHATTAN TRANSP. CO.	GEARY		301 E 4TH ST	JUNCTION CITY	66441		
MANH.WORKFORCE CNT.	RILEY		205 S 4TH ST.	MANHATTAN	66502		-
POTTAWATOMIE CO. COORDINATOR FOR AGING	POTTAWATOMIE		301 W 9TH ST	ONAGA	66521		
RILEY COUNTY BOCC	RILEY	RICH VARGO	110 COURTHOUSE	MANHATTAN	66502		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
CHIEF OF POLICE	POTTAWATOMIE	BILL WRIGHT	306 LEONARD ST.	ONAGA	66521		
DISTRICT MAGISTRATE JUDGE	MARSHALL	ANGELA R. HECKE, THE HON	PO BOX 149 M	MARYSVILLE	66508		
MUNICIPAL COURT JUDGE	GEARY	KEITH HENRY, THE HON.	225 W. 7TH ST	JUNCTION CITY	66441		
GEARY COMMUNITY HOSPITAL	GEARY	KAY DEEVER	PO BOX 490	JUNCTION CITY	66441		
GEARY COMMUNITY HOSPITAL	GEARY	DAVID BRADLEY	PO BOX 490	JUNCTION CITY	66441		
LAFENE HEALTH CENTER	RILEY	LANNIE W. ZWEIMILLER	1105 SUNSET AVE.	MANHATTAN	66502		
MEADOWLARK HOSPICE	CLAY	KENDRA SCHURLE	617 LIBERTY	CLAY CENTER	67432		
WAMEGO CITY HOSPITAL	POTTAWATOMIE	MARK ALDRIDGE	711 GENN DRIVE	WAMEGO	66547		
WASHINGTON COUNTY HOSPITAL	WASHINGTON	EVERETT LUTJEMEIER	304 E 3RD ST	WASHINGTON	66968		
CLAY COUNTY MEDICAL CENTER	CLAY		617 LIBERTY ST	CLAY CENTER	67432		
CLAY COUNTY MEDICAL CENTER	CLAY	RON BENDER	617 LIBERTY	CLAY CENTER	67432		
CLAY COUNTY MEDICAL CENTER	CLAY	SOCIAL SERVICES DIR	617 LIBERTY	CLAY CENTER	67432		
COMMUNITY CARE CLINIC	WASHINGTON		310 STRAND STREET	CLIFTON	66937		
COMMUNITY HOSPITAL	POTTAWATOMIE	GREG UNRUH	120 W. 8TH ST	ONAGA	66521		
COMMUNITY HOSPITAL	POTTAWATOMIE	SHELLY SUTHER	120 W. 8TH	ONAGA	66521		
COMMUNITY MEMORIAL HEALTHCARE	MARSHALL	CURTIS HAWKINSON	708 N. 18TH	MARYSVILLE	66508		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
COMMUNITY MEMORIAL HELTHCARE	MARSHALL	LUCY PAPES	708 N. 18TH ST	MARYSVILLE	66508		
HANOVER HOME HEALTHCARE	WASHINGTON		206 E ELM STREET	HANOVER	66945		
HOLTON FAMILY HEALTH CLINIC	JACKSON	DORIS KUEHL	1603 WEST 4TH	HOLTON	66436		
HOME HEALTH COMMUNITY MEMORIAL HEALTH	MARSHALL	JAN WHITE	708 N. 18TH	MARYSVILLE	66508		
KONZA PRAIRE COMM. HEALTH CENTER	GEARY	LEE WOLF	361 GRANT AVE.	JUNCTION CITY	66441		
MANHATTAN SURGICAL CENTER	RILEY		1829 COLLEGE AVE	MANHATTAN	66502		
SOCIAL SERVICES, MERCY HEALTH CENTER	RILEY	NANCY KNOPP	PO BOX 1289 M	MANHATTAN	66505		
ST MARYS HEALTH CENTER	POTTAWATOMIE	RUSS STEWART	206 GRAND AV	ST MARYS	66536		
CLINICAL COOR. FLINT HILLS COMMUNITY CLINIC	RILEY	SUE ANN WRIGHT	401 HOUSTON ST.	MANHATTAN	66502		
ELDERCARE HOME HEALTH SERVICE	GEARY		1417 W ASH ST	JUNCTION CITY	66441		
LEONARDVILLE NURSING HOME	RILEY	SANDRA S. HAGEMAN	PO BOX 148	LEONARDVILLE	66449		
MEDICALODGE OF CLAY CENTER	CLAY	CHRISTINA CUNNINGHAM	PO BOX 517	CLAY CENTER	67432		
APOLLO TOWERS	CLAY		330 W. COURT ST	CLAY CENTER	67432		
BLUE VALLEY NURSING HOME	MARSHALL	ARLENE WESSEL, ADM.	710 WESTERN AVE.	BLUE RAPIDS	66411		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
COLORADO PLAZA APARTMENTS	RILEY		420 COLORADO ST	MANHATTAN	66502		
EASTRIDGE NURSING FACILITY	NEMAHA	CHAROLEEN MCMULLEN	1ST. & MAIN	CENTRALIA	66415		
GARDEN GROVE APTS FOR SENIOR CITIZENS	RILEY		1115 GARDEN WAY	MANHATTAN	66502		
GOLDEN ACRES NURSING HOME	POTTAWATOMIE	CAROL HENNINGER	500 WESTERN	ONAGA	6651		
GOLDEN LIVING CENTER	CLAY	BETSY LLOYD	509 GROVE STREET	WAKEFIELD	67487		
GRANDVIEW SUITES	POTTAWATOMIE		2103 GRANDVIEW DR	WAMEGO	66547		
LEONARDVILLE NURSING HOME	RILEY		409 W BARTON	LEONARDVILLE	66449		
ONAGA SENIOR CENTER	POTTAWATOMIE	DOROTHY BOSWELL	106 SECOND	ONAGA	66521		
PRESBYTERIAN MANOR	CLAY		924 8TH ST	CLAY CENTER	67432		
REDBUD PLAZA ASSISTED LIVING	POTTAWATOMIE	LINDA WERREN	120 8TH ST.	ONAGA	66521		
RILEY COUNTY SENIORS SERVICE CENTER	RILEY		412 LEAVENWORTH	MANHATTAN	66502		
RVH-LUCIEN ST. APTS.	POTTAWATOMIE	LINDA WERREN	119 LUCIEN	ONAGA	66521		
ST JOSEPH VILLAGE,	RILEY	DOUG FRIHART	2800 WILLOW GROVE RD.	MANHATTAN	66502		
ST MARYS MANOR	POTTAWATOMIE		206 GRAND AVE	ST MARYS	66536		
ST MARYS SENIOR CENTER	POTTAWATOMIE		403 W LASLEY ST	ST MARYS	66536		
STONEYBROOK ASSITED LIVING	RILEY	LISA ESSMAN	2025 LITTLE KITTEN	MANHATTAN	66503		
STONEYBROOK ASSITED LIVING	RILEY	SUSAN REED	2025 LITTLE KITTEN	MANHATTAN	66503		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
THE HOMESTEAD ASSISTED LIVING RESIDENCE	RILEY		1923 LITTLE KITTEN AVE	MANHATTAN	66503		
VALLEY VIEW PROFESSIONAL CARE HOME	GEARY	ADMINISTRATOR	1417 W. ASH	JUNCTION CITY	66441		
VALLEY VIEW RETIREMENT COMMUNITY	GEARY		1417 W ASH ST	JUNCTION CITY	66441		
WINDSONG ADULT CARE HOME	ALLEN		2307 MOCKINGBIRD RD	MILFORD	66514		-
COMMUNITY HEALTH MINISTRY	POTTAWATOMIE	LORENA CARLSON		WAMEGO	66547	785-456-7872	LCARLSON@WAMEGO.NET
		ELIZABETH HESSE					-
BOYS AND GIRLS CLUB	RILEY	JOYCE GLASSCOCK	305 S. 4TH STREET	MANHATTAN	66502		-
JUDGE	MARION	MIKE POWERS, THE HON	PO BOX 298	MARION	66861		-
SHEPARD'S CROSSING	RILEY	JAN CANIZZO	PO BOX 1919	MANHATTAN	66505		
WESTY COMMUNITY CARE HOME	POTTAWATOMIE	PHYLLIS HUPE	PO BOX 156	WESTMORELAND	66549		
4-H SENIOR CENTER	GEARY		1107 S SPRING VALLEY RD	JUNCTION CITY	66441		-
AGGIEVILLE BUSINESS ASSOCIATION	RILEY		1125 LARAMIE ST, STE C	MANHATTAN	66502		-
B & B BUSING - JUST FOR KIDS EXPRESS	GEARY		1908 OLD HWY 40	JUNCTION CITY	66441		-
BELL TAXI CAB	RILEY		1420 EL PASO LN	MANHATTAN	66502		
FLINT HILLS LEGAL SRVS	RILEY		102 B S. 4TH ST.	MANHATTAN	66502		-
MARYSVILLE MAIN STREET	MARSHALL		604 BROADWAY	MARYSVILLE	66508		-
MORNING STAR CRO	RILEY	RICHARD STITT	1018 POYNTZ	MANHATTAN	66502		-

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
NORTH CENTRAL REGION	GEARY	PUBLIC DEFENDERS OFFICE	715 N. WASHINGTON ST.	JUNCTION CITY	66441		
RILEY CENTRE	RILEY		902 WWALNUT ST	RILEY	66531		
TAXI 4 LESS	RILEY		700 N 3RD ST	MANHATTAN	66502		
THREE RIVER INC.	POTTAWATOMIE	AUDREY SCHREMMER-PHILIP	PO BOX 408	WAMEGO	66547		
ONAGA HEAD START	POTTAWATOMIE	JAMIE RINGEL	817 LEONARD ST.	ONAGA	66521		
HEAD START NEK-CAP	POTTAWATOMIE		714 PLUM ST	WAMEGO	66547		
HEAD START-RILEY COUNTY	RILEY		1700 LEAVENWORTH	MANHATTAN	66502		
HIGHLAND CO. COLLEGE	POTTAWATOMIE		500 MILLER DR.	WAMEGO	66547		
ROCK CREEK SCHOOL	POTTAWATOMIE		409 MAIN ST.	WESTMORELAND	66549		
ST. GEORGE SCHOOL	POTTAWATOMIE		308 LINCOLN AVE.	ST GEORGE	66535		
ST.MARYS SCHOOL	POTTAWATOMIE		321 ST. MARYS	ST MARYS	66536		
SUPERINTENDENT USD 223	WASHINGTON	STEVE JOONAS	PO BOX 188	BARNES	66933		
SUPERINTENDENT USD 224	WASHINGTON	DAVID ROBERTS	PO BOX A	CLIFTON	66937		
SUPERINTENDENT USD 320	POTTAWATOMIE	DR. DOUG CONWELL	510 E HIGHWAY 24	WAMEGO	66547		
SUPERINTENDENT USD 321	POTTAWATOMIE	JIM MCDANIEL	411 W LASLEY	ST MARYS	66536		
SUPERINTENDENT USD 322	POTTAWATOMIE	GREG MARKOWITZ	PO BOX 60	ONAGA	66521		
SUPERINTENDENT USD 323	POTTAWATOMIE	DARREL STUFFELBEAM	PO BOX 70	WESTMORELAND	66549		
SUPERINTENDENT USD 380	MARSHALL	PATRICK MEIER	PO BOX 107	VERMILLION	66544		
SUPERINTENDENT USD 384	RILEY	BRADY BURTON	PO BOX 98	RANDOLPH	66554		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
SUPERINTENDENT, USD 108	WASHINGTON	MICHAEL STEGMAN	PO BOX 27	WASHINGTON	66968		
SUPERINTENDENT, USD 378	RILEY	BRAD STARNES	212 W	RILEY	66531		
SUPERINTENDENT, USD 488	MARSHALL	ROBERT BARTOSKI	PO BOX N	AXTELL	66403		
USD #322	POTTAWATOMIE	JUDY KOCHER	310 LEONARD	ONAGA	66521		
USD 320	POTTAWATOMIE		510 E. HWY 24	WAMEGO	66547		
USD 384	RILEY		1 RAM WAY	RANDOLPH	66554		
WAMEGO WSD 320	POTTAWATOMIE		510 W HWY 24	WAMEGO	66547		
WESTMORELAND USD 323	POTTAWATOMIE		201 S 3RD	WESTMORELAND	66549		
DOUGLASS COMMUNITY CENTER	RILEY		901 YUMA ST	MANHATTAN	66502		
FLINT HILLS RESOURCE & REFERRAL AGENCY	RILEY		2323 ANDERSON AVE. #250	MANHATTAN	66502		
GOOD SAMARITAN CENTER	GEARY		416 W SPRUCE ST	JUNCTION CITY	66441		
GREEN PARK RESOURCE CENTER	GEARY	KAREN SCROGGINS	1439 CALHOUN	JUNCTION CITY	66441		
OGDEN COMMUNTY CENTER	RILEY		220 WILLOW	OGDEN	66517		
OGDEN YOUTH CENTER	RILEY	MARIAH BRACEBRIDGE	226 RILEY AVE	OGDEN	66517		
AREA AGENCY ON AGING	RILEY	JULIE GOVERT-WALTER	401 HOUSTON ST.	MANHATTAN	66502		
RETIRED SENIOR VOLUNTEER PROGRAM,	MARSHALL	JONI SPELLMEIER	118 S. 8TH ST.	MARYSVILLE	66508		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
SENIOR'S SERVICE CENTER OF RILEY COUNTY	RILEY	JAMI RAMSEY	412 LEAVENWORTH	MANHATTAN	66502		
BIG BROTHERS BIG SISTERS	POTTAWATOMIE		411 LINCOLN	WAMEGO	66547		
CLIFTON SENIOR CENTER	CLOUD		113 E. PARALLEL STREET	GLASCO	67445		
COMMUNITY CENTER	RILEY	DEANDRA ANDERSON	118 N ERPELDING RD	LEONARDVILLE	66449	785-293-5211	
NEKS AREA AGENCY ON AGING	JACKSON	JIM BECKWITH	526 OREGON ST.	HIAWATHA	66434		
ONAGA SENIOR CENTER	POTTAWATOMIE		200 BYPASS ROAD	ONAGA	66521		
SENIOR HEALTH CENTER AT GCH	GEARY		1102 ST MARYS RD	JUNCTION CITY	66441		
ST. MARY'S SENIOR CENTER	POTTAWATOMIE		607 W ELM STREET	ST MARYS	66536		-
WAMEGO SENIOR CENTER	POTTAWATOMIE		501 ASH	WAMEGO	66547		
WAMEGO SENIOR CENTER ADMIN & RESERVATION	POTTAWATOMIE		501 ASH ST	WAMEGO	66547		
ZEANDALE COMMUNITY CENTER	RILEY		RR3	MANHATTAN	66502		
BIG BROTHERS-BIG SISTERS	GEARY	STEWART SMITH	132 N EISENHOWER DR.	JUNCTION CITY	66441		-
FLINT HILLS BREADBASKET	RILEY	MINDY LESLINE	905 YUMA ST.	MANHATTAN	66502	785-534-0730	-
NEW DIRECTIONS,	GEARY	BARRY SMITH	1115 W. 14TH ST.	JUNCTION CITY	66441		
RED CROSS OF MARSHALL CO	MARSHALL		1101 ANN ST.	MARYSVILLE	66508		-
SALVATION ARMY SERVICE CENTER	RILEY		PO BOX 7	MANHATTAN	66505		

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
UNITED WAY OF RILEY COUNTY	RILEY	MAXINE COFFEY	PO BOX 922	MANHATTAN	66505		
AMERICAN RED CROSS, GEARY CO	GEARY	PAUL STAGNER	136 W. 3RD	JUNCTION CITY	66441		-
AMERICAN RED CROSS, RILEY COUNTY	RILEY	JASON LANTZ	2601 ANDERSON AVE. SUITE 2	MANHATTAN	66502		-
BIG BROTHER-BIG SISTERS	RILEY	ROY CRENSHAW	305 S. 4TH	MANHATTAN	66502		-
BIG LAKES DEVELOPMENTAL CENTER	CLAY	CARYN MCADAMS	302 LINCOLN AVE	CLAY CENTER	67432		
CAMBRIDGE PLACE	MARSHALL	ARLENE WESSEL, ADM.	1100 NORTH 16TH STREET	MARYSVILLE	66508		-
COMMUNITY DEVEL.	RILEY	ERIC CATTELL	1101 POYNTZ AVE	MANHATTAN	66502		
COMMUNITY DEVEL.	RILEY	KAREN DAVIS	1101 POYNTZ AVE	MANHATTAN	66502		-
COMMUNITY SERVICES, THREE RIVERS INC	POTTAWATOMIE	ERICA CHRISTIE	PO BOX 408	WAMEGO	66547		
CORNERSTONE FAMILY COUNSELING CENTER	RILEY		1408 POYNTZ AVE	MANHATTAN	66502		-
CRISIS CENTER, INC.	RILEY	JUDY DAVIS	PO BOX 1526	MANHATTAN	66505		
EMERGENCY SHELTER	RILEY	MANDY CHAPMAN-SEMPLE	PO BOX 896	MANHATTAN	66505		-
EMP. SRVS DIR, BIG LAKES DEVELOPMENTAL CENTER	RILEY	MIKE BRODERSEN	1416 HAYES DR	MANHATTAN	66502		-
FAMILY ADVOCACY	RILEY		BUILDING 7264	FORT RILEY	66542		
FAMILY ADVOCACY PROGRAM	RILEY	TYCHELLE JOHNSON	BUILDING 7264 CUSTER HILL	FORT RILEY	66442		-

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
FAMILY CARE CENTER OF JUNCTION CITY	GEARY		132 N EISENHOWER DR	JUNCTION CITY	66441		-
FAMILY LIFE ED.CRT.	POTTAWATOMIE		P.O.BOX 167	WAMEGO	66547		
GHC MENTAL HEALTH CLINIC	GEARY		1102 ST MARYS RD	JUNCTION CITY	66441		-
GOOD SHEPHERD VILLLAGE	MARSHALL	ROSALIE MEYBURN	613 3RD. STREET	SUMMERFIELD	66541		
JUNCTION CITY USD475	GEARY		1120 W 8TH	JUNCTION CITY	66441		
KAW VALLEY CENTER	RILEY	WES CHAFFIN	217 SOUTHWIND PLACE	MANHATTAN	66503		
KS CHILDREN'S SERVICE LEAGUE	RILEY		317 HOUSTON STREET #A	MANHATTAN	66502		
OPEN DOOR COMMUNITY HOUSE	GEARY	FLORA LEWIS	136 W. 3RD ST	JUNCTION CITY	66441		-
PONY EXPRESS BIG BROTHERS-BIG SISTERS	MARSHALL	GERRI WYBO-VOPATA	1212 BROADWAY	MARYSVILLE	66508		-
PRESIDENT/CEO, BIG LAKES DEVELOPMENTAL CENTER	RILEY	LORI FELDKAMP	1416 HAYES DR	MANHATTAN	66502		-
RESOURCE CENTER FOR INDEPENDENT LIVING	RILEY		200 SOUTHWIND PL STE 103	MANHATTAN	66503		-
SUNFLOWER CASA PROJECT	CLAY	MARY KAYE BLACKWOOD	CLAY COUNTY COURTHOUSE	CLAY CENTER	67432		-
SUPERINTENDENT USD 334	MARSHALL	JOHN BERGLAMP	PO BOX 89	WATERVILLE	66548		
SUPERINTENDENT USD 364	MARSHALL	DOUG POWERS	211 S. 10TH ST.	MARYSVILLE	66508		
SUPERINTENDENT USD 379	CLAY	MICHAEL FOLKS	PO BOX 97	CLAY CENTER	67432		-

AGENCY NAME	COUNTY	NAME	ADDRESS	CITY	ZIP	PHONE	EMAIL
SUPERINTENDENT, USD 475	GEARY	RONALD WALKER	PO BOX 370	JUNCTION CITY	66441		
TWIN VALLEY DEVELOPMENTAL CENTER	WASHINGTON	ED HENRY	PO BOX 42	GREENLEAF	66943		
UNITED WAY	GEARY	MARCIA SMITH	PO BOX 567	JUNCTION CITY	66441		
UNITED WAY OF JUNCTION CITY & GEARY CTY	GEARY		814 N WASHINGTON ST	JUNCTION CITY	66441		
UNITED WAY OF RILEY COUNTY	RILEY		114 S 4TH ST	MANHATTAN	66502		
VALLEY VISTAGOOD SAM. HOME	POTTAWATOMIE	JIM RUSH	2011 GRANDVIEW DR	WAMEGO	66547		
SOCIAL AND REHABILITATION SERVICES	RILEY	MATT LYBARGER	2709 AMHEARST	MANHATTAN	66502		
KANSAS JOB SERVICES	GEARY		1012-A W. 6TH ST.	JUNCTION CITY	66441		
SOCIAL SECURITY ADMIN.	RILEY	DENNIS MCLAUGHLIN	1121 HUDSON AVE.	MANHATTAN	66503		
SRS DIRECTOR, NE REGION	RILEY	BETSY THOMPSON	2709 AMHERST AVE.	MANHATTAN	66502		

AGENCY NAME	NAME	ADDRESS	CITY	PHONE	EMAIL
BICENTENNIAL MANOR	JACKIE ROBINSON	1010 W 8TH ST	JUNCTION CITY		
BIG LAKES DEVELOPMENTAL CENTER	PHILLIP KORENEK	1416 HAYES DRIVE	MANHATTAN	785-776-9201	PKORENEK@BIGLAKES.ORG
KSU TRANSPORTATION DEPARTMENT	BRIAN COON	2118 FIEDLER HALL	MANHATTAN		
CLAY COUNTY TASK FORCE	GEORGE APPLETON	1619 3RD ST	CLAY CENTER	785-632-5427	
COMMUNITY HEALTHCARE HOME	DORIS KUEHL	120 W.8TH	ONAGA	785-889-4657	D.KUEHL@CHCS.KS.ORG
PAWNEE MENTAL HEALTH SERVICES	FRANCIS BEGNOCHE	1558 HAYES DR.	MANHATTAN	785-587-4333	FRANCISB@PAWNEE.ORG
FLINT HILLS COMMUNITY CLINIC	MEGHAN FINNEGAN	401 HOUSTON ST., STE C	MANHATTAN		
FRANKFORT COMMUNITY CARE HOME	MARY SHUBKAGEL	510 NORTH WALNUT	FRANKFORT	785-292-4442	MARYS@FCCH.NET
G & B ENTERPRISES	GLENN PEUTT	1002 N WASHINGTON	JUNCTION CITY		
G & B ENTERPRISES	JENNIFER MCKANE	1002 N WASHINGTON	JUNCTION CITY		
GEARY CO. SENIOR CNTR. & TRANSPORTATION	DEBBIE ENGEL	1107 S SPRING VALLEY RD	JUNCTION CITY		
GEARY COMMUNITY HOSPITAL	KAY DEEVER	PO BOX 490	JUNCTION CITY		
GEARY COMMUNITY HOSPITAL	PAT BENSON	1102 ST MARYS RD	JUNCTION CITY		
MANHATTAN WORKFORCE CENTER	TERRY UMSCHEID	PO BOX 940,	MANHATTAN		
MARSHALL COUNTY AGENCY ON AGING	PANSY RUDOLPH	111 S. 8TH ST.	MARYSVILLE	785-562-2020	MSCOAOA@BLUEVALLEY.NET
MERCY HEALTH CENTER	LU IRWIN	PO BOX 1289	MANHATTAN	785-587-5488	LOU_IRWIN@MERCYREGIONAL.ORG
ONAGA-COMMUNITY HOSPITAL	RUSS STEWART	206 GRAND AVE.	ST. MARYS	785-437-2286	R.STEWART@CHCS-KS.ORG
ONAGA-COMMUNITY HOSPITAL	SHELLY SUTHER	206 GRAND AVE.	ST. MARYS	785-437-2286	R.STEWART@CHCS-KS.ORG
ST JOSEPH VILLAGE	JOY EDWARDS	2800 WILLOW GROVE RD	MANHATTAN	785-539-7671	JOY_EDWARDS@VIA-CHRISTI.ORG
USD 383	JOHN MAYBERRY	2031 POYNTZ	MANHATTAN	785-587-2830	KATIE@MANHATTAN.K12.KS.US
TWIN VALLEY DEVELOPMENTAL SERVICES	JOAN BRABEC	413 COMMERCIAL ST.	GREENLEAF	785-474-2251	JOANM@TWINVALLEY.NET
	TARA PIPER	711 GLEN DRIVE	WAMEGO		
WAMEGO CITY HOSPITALS & CLINICS	BECKY ALLEN	711 GLEN DRIVE	WAMEGO		
WESTY COMMUNITY CARE HOME	MARHA PELLOR	BOX 156	WESTMORELAND	785-457-2801	MARTHAWCCH@BLUEVALLEY.NET
	LORENA CARLSON				
	ELIZABETH HESSE				

Attachment D- Summit Roster

Flint Hills Area Transportation Agency

Preventative Maintenance Policies and Plan

Flint Hills Area Transportation Agency (FHATA)
Preventative Maintenance Policies and Plan
Effective April 2014

The objectives of the FHATA Preventative Maintenance Policies and Plan are:

- Ensure that assets are protected and maintained so that they reach their maximum useful life. The facility, vehicles, and equipment used in support of public transit at FHATA will be maintained at or above the specifications provided with the facility operations and equipment manuals.
- Maintain vehicles in safe operating condition
- Ensure each vehicle is operating at peak efficiency
- Maximize vehicle life
- Minimize vehicle service failures (road calls)
- Minimize loss of accessibility due to equipment failure
- Meet or exceed manufacturers' maintenance requirements
- Maintain vehicle exterior and interior appearance
- Maintain a system of permanent vehicle maintenance records
- Adhere to a strict preventive maintenance schedule
- Preserve taxpayers' investments in the Transit facility. Preventive maintenance can extend the life of building components, thus sustaining buildings' value and the significant tax dollars they represent.
- Help the facility function as intended and operate at peak efficiency, including minimizing energy consumption.
- Prevent failures of building systems that would interrupt occupants' activities and the delivery of public services.
- Sustain a safe and healthful environment by keeping the facility and its components in good repair and structurally sound.
- Provide maintenance in ways that are cost-effective.

FHATA subscribes to a philosophy of continuous improvement. The Preventative Maintenance Plan and the procedures detailed in it will be subject to constant review and improvement.

Vehicle Inspection Procedures

The preventive maintenance program at FHATA consists of daily inspections and mileage based inspections.

Pre-Trip and Post-Trip Inspection

Drivers perform a pre-trip inspection prior to the start of their shift. Pre-trip inspections are the responsibility of the driver. It is his/her responsibility to make notations on the pre-trip inspection form of any defects they found during the pre-trip inspection, while driving throughout the day or during the post trip inspection at the end of the day. Upon completion of the pre-trip inspection form, the form is turned in to the dispatch office.

Work Orders – Vehicles

FHATA's maintenance coordinator will provide FHATA with work orders for all work performed on FHATA vehicles. Work orders will state the work performed, the number of hours worked, and any parts used. Work orders will be provided as work is preformed with the invoice to FHATA through the WASP Inventory System.

Reactive Vehicle Maintenance

All other vehicle maintenance is performed in response to detected problems. Reactive maintenance cannot be eliminated and is often a function of vehicle miles, fleet age, and preventive maintenance intervals. It is the intent of this maintenance program to minimize this type of maintenance – including road calls. Constantly reviewing and improving upon the existing Vehicle Maintenance Plan will accomplish this. The reactive vehicle maintenance policy is as follows:

- All problems are to be reported, no matter how minor.
- The supervisor, dispatcher, or mechanic shall make an immediate determination whether the vehicle should be removed from service.
- Failures of accessibility equipment shall require prompt resolution. An alternate vehicle or immediate repair will be provided.
- The driver or dispatcher records all detected problems on a Pre-Post Trip Inspection and/or Incident Report.
- All repairs are documented on the vehicle maintenance file.

Vehicle Accessibility Equipment

In order to maintain service availability to persons with disabilities, the following procedures

are followed:

- Pre/Post-trip cycling of wheelchair lifts and inspection of securement stations
- Vehicles experiencing equipment failures are removed from service and repaired as soon as possible.
- Replacement of wheelchair lifts occurs when the unit cannot be repaired.

Fueling Procedures

Fueling is done at the end of each run at the designated fueling location, with mileage and gallons pumped recorded by the driver. Records received from the fueling location are checked by FHATA to ensure there is no discrepancy.

Facility and Equipment

FHATA is the custodian (the facility was constructed with FTA funds) of its facility at 5815 Marlatt Avenue, Manhattan, Kansas. As such it has the responsibility for the upkeep of the building, physical plant and grounds.

> It is the policy of FHATA to maintain the facility and related equipment in a manner that is both cost conscience and a proper reflection of the communities that it serves.

Any capital equipment will be inspected at the manufacturer's recommended intervals. If offered, FHATA will purchase maintenance plans for capital equipment, provided it is financially reasonable. Any defects will be repaired following inspection by FHATA or a qualified repair person.

Documentation and Evaluation of Maintenance

Documentation and evaluation of maintenance activities is the primary means by which the maintenance program can attain its goals. FHATA utilizes the following documentation in its maintenance program:

- Vehicle inspection and repair information are maintained in the maintenance files.
- WASP Inventory Log: A log of the parts used in repairing buses is maintained electronically.

- Inspection Schedule (vehicles): The Maintenance Coordinator/Dispatch Operations Supervisor monitors and schedules preventive maintenance inspections

- Facility Maintenance: The Director initiates/approves all scheduled and necessary actions to maintain the facility and equipment in good condition.

FHATA
Preventive Maintenance
"A" Inspection @ 6,000-7,000 Miles

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

☐Tires - Bring To Lbs, Check Tread Depth And Note If Insufficient
☐ Rotate tires
☐ Change Engine Oil & Filter
☐ Grease Ball Joints, Front End King Pins, Tie Rod Ends And Steering Shaft
☐ Check & Clean Batteries
☐ Inspect Brake System Including Lining Thickness & Cam Height And Note W Insufficient
☐ Check For Oil, Water & Other Fluid Leaks
☐ Inspect Fan & Check All Belts & Tension When Applicable
☐ Check Restraint System
☐ Check & Repair Lights, Directional Signals; Wiring & Operation Of All Dash Controls
☐ Check Switches, Instruments, Gauges & Warning Signals
☐ Check Horn
☐ Check Door Operations
☐ Check Body, Seats, Floor, Stanchions & Steps & Note Any Damage
☐ Check Mirrors, Arms, Brackets & Windows
☐ Check Muffler & Tail Pipes
☐ Check Fire Extinguisher, Flares & Wheel Blocks For Condition & Mounting
☐ Check Windshield Wipers, Arms & Blades & Repair If Necessary
☐ Check Radiator And Coolant Condition
☐ Cycle Wheelchair Lift, Clean And Lube As Needed
☐ A/C And Heat Checks

Notes:_____
_____
_____
_____
_____

FHATA
Preventive Maintenance
"B" Inspection @ 15,000 Miles

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

☐ Includes ALL “A” Inspection Items, plus:
☐ Inspect All Engine Compartment Components For Unusual Noises, Vibration, Leaks & Other Defects
☐ Inspect Engine Compartment For Any Leak, Frayed Or Broken Wiring, Hoses Or Lines
☐ Check The Exhaust System And Heat Shields
☐ Torque All Wheel Stud Nuts
☐ Inspect All Destination Signs For Condition, Proper Operation & Lighting
☐ Complete Lubrication
☐ Check Hand Brake Adjustment
☐ Inspect Fan, Check All Belts & 'Pension When Applicable
☐ Check & Inspect Front End - Tie Rods, Drag Link, King Pins, Steering Box & Shaft
☐ Inspect The Suspension - Torque & Lateral Rods, Shocks, Frame & All Mounting Brackets
☐ Check All Wiring, Tubing & Grommets Under The Vehicle
☐ Check Differential Fluid For Leaks & Fluid Level & Add Fluid If Necessary
☐ Inspect Drive Shaft & U-Joints

Notes:_____
_____
_____
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FHATA
Preventive Maintenance
"C" Inspection @ 30,000 Miles

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

Includes ALL “A” and “B” Inspection Items, plus:
Change Transmission Fluid & Filter
Inspect Brake System Condition & Brake Valves, Lines & Hoses For Leaks

Notes:_____
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FHATA
PREVENTIVE MAINTENANCE
"D" INSPECTION @ 50,000 MILES

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

Includes ALL “A” (May also include “B” and “C”) Inspection Items, plus:

Replace Rear Axle Lubricant

Notes:_____
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_____

FHATA
PREVENTIVE MAINTENANCE
"E" INSPECTION @ 100,000 MILES

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

Includes ALL “A”, “B” and “D” PM Items (May also include “C”), plus:

Perform Tune Up, Replace Spark Plugs
Inspect Accessory Drive Belt

Notes:_____
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_____
_____

FHATA
PREVENTIVE MAINTENANCE
"F" INSPECTION Annually

Bus Number: _____ **Mileage:** _____ **Date:** _____

Inspected By: _____

Fall

☐ Inspect Transmission System and Adjust as Necessary

☐ Replace Engine Air Filter

☐ Replace Fuel Filter

Spring

☐ A/C System Recharge and Inspection

Notes:_____

_____

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FHATA
Facility Maintenance Schedule

Scheduled Tasks:

☐ Insure FULL ADA Compliance in terms of access and use

☐ Inspect and Service Heating System (annually)

☐ Inspect and Service Generator (quarterly)

☐ Fire and Alarm System Check (annually)

☐ Fire and Alarm System components, Lighting and Extinguishers' (monthly)

☐ Building Cleaning (weekly)

☐ Snow Plowing (contract annually – as needed)

☐ Lawn Care and Grounds – (every two weeks or as needed)

☐ Roof (Inspect and Replace as needed -15 years - overdue)

☐ Painting - exterior (15 years – due 2012)

☐ Parking Areas – Fix Cracks, Patch and Re-Surface as required

☐ Inspect and Service AC Units (annually)

☐ Maintain interior and exterior lighting (as needed)

☐ Maintain Sanitary Sewer Connections (service as required

☐ Inspect and Service Bus Lifts (per manufactures recommendations)

☐ Overhead Doors (bi-annually)

☐ Facility Exterior Inspection Bi- Annual (spring and fall)

Flint Hills aTa BUS
PRE-TRIP INSPECTION
Checklist

Vehicle #:_____ Week of:_____

Check Daily		Days of the Week to be checked:						
		Mon	Tue	Wed	Thur	Fri	Sat	Sun
Walk Around Check Muffler for looseness	**Tires**-Check the tread depth, pressure, and overall condition. No punctures, cracks, tread separations; adequate tread depth prescribed by tire manufacturer. Check rims for missing lug nuts, broken studs.							
	Windows & Mirrors-Verify windows and mirrors are not cracked or broken. Check vehicle exterior for damage.							
	Lights & Reflectors-Turn on headlights and four-way flashers. Make sure that all lamps illuminate. Check the high and low beams on the headlights. Check to see that reflectors are in good condition. Brake lights checked by second person.							
	Leaks-Look for water, oil, gas, transmission, or other fluid leaks under the vehicle. If a leak is detected, report it immediately.							
Interior Check gauges, dash lights, and interior lights	**Seatbelts/Safety restraints**-Check that all are available, functioning, and in good condition (no fraying or other wear).							
	Cleanliness/Items Secured-Check for cleanliness, all items secured (e.g. assistive devices, scrapers, spray cleaners, etc.)							
	Radio/ Communication Equipment-in good working order.							
	Emergency Equipment-Check fire extinguisher (on board, fully charged, secured), web cutter, first aid and bloodborne pathogen kit, triangle warning kit, and drag blanket (if applicable), camera.							
	Emergency Door, Roof Hatch, Windows-Check that all are accessible and in good working order.							
	Wheelchair Lift (if available)-Cycle lift. Pay special attention to the wheelchair securement system and how it operates. Double check safety barriers and make sure the lift runs smoothly.							

Check Daily		Days of the Week to be Checked:						
		Mon	Tues	Wed	Thur	Fri	Sat	Sun
Under Hood	**Oil**-Verify the oil level is between add and full. Fill, if low.							
	Radiator Level-Check to make sure that the coolant overflow tank is filled to the appropriate level.							
	Windshield Washer Fluid Level-Check to make sure it is full.							
	Power Steering Fluid-Check to make sure it is filled to the appropriate level.							
	Brake Fluid-Check to make sure that the master cylinder is filled to the appropriate level.							
	Transmission Fluid-Check to make sure it is filled to the appropriate level. Check at normal operating temperature.							
	Battery-Check the fluid level of battery (if not maintenance free). Make sure cable connectors are tight and clean off any corrosion.							
	Belts-Verify that belts are not cracked or worn. Push for ½" play							
	Hoses- Look for leaks. If a leak is detected, report it immediately. Make sure hoses are not spongy, brittle or cracked by squeezing.							

Comments:_____

_____

_____

Driver's Signature:_____ Date:_____

Flint Hills aTa BUS

POST-TRIP INSPECTION
CHECKLIST

Vehicle#_____ Week of:_____

Check Daily	Days of the Week to be Checked:						
	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Brakes							
Parking Brake							
Steering							
Lighting Devices and Reflectors							
Tires							
Horn							
Windshield Wipers							
General Body/Rear Vision Mirrors							
Wheels and Rims							
Emergency Equipment							

Comments:
_____
_____
_____
_____

☐ Condition of the above vehicle is satisfactory
☐ Above defects are corrected
☐ Above defects need not be corrected for safe operation of vehicle

Supervisor's Signature:_____ Date:_____

_____

Maintenance Procedure for Exit and Emergency Lighting
(Monthly)

Check to see that all exit routes are clear and free from obstructions.

Exit Signs:

- Clean
- Make sure sign is securely fastened.

Exit Lights:

- Clean
- Replace missing or nonfunctioning bulbs.
- Test unit following manufacturer's instructions on fixture.

Emergency Lighting:

- Clean
- Replace missing or nonfunctioning bulbs.
- Test unit following manufacturer's instructions on fixture.

Fire Extinguisher Inspection Procedure
(Monthly)

The monthly fire extinguisher inspection details the visual condition of the extinguisher.

Verify extinguisher is in the correct location.

Check seals and tamper indicators intact.

Check pressure gauges or indicators to verify they are in proper operating range and position.

Check labels and inspection signs.

Check hoses and nozzles.

Check hydrostatic test date. Hydrostatic testing must be completed every 5 years.

Path to the extinguisher is unobstructed.

Maintenance Procedure for Overhead Doors/Motors
Bi-Annual

Check for proper operation

- Buttons on door controller
- Door opens, closes, and stops when buttons are activated.

Check for damaged door panels.

- Check for damaged sections.
- Check rails for wear and mounting to ceiling and walls.
- Guide rollers
    - Check for damaged rollers.
    - Check for missing rollers.
    - Check to ensure rollers are secured.

Rail - Check for damage or wear

Motor

- Motor mounted securely.
- Pulleys mounted securely.
- Gears are secure.
- Check for clutch slippage.
- Check gear sprocket on motor.
- Check motor reset button.
- Check for exposed or damaged wires.
- Electrical cover secure.

Check Door Springs/Shaft/Pulley

- Springs
    - Check for cracks.
    - Check mounting and alignment.

Spring shaft

- Check for damage or wear
- Securely mounted to wall

Spring staff pulley

- Securely mounted
- Check for damage and wear

Lubrication

- Rollers
- Guide rails
- Chains
- Spring shaft pulley
- Springs
- Motor shaft bearing
- Spring shaft bearings
- Motor gear chain

Facility Exterior Inspection

Bi- Annual (spring and fall)

- Building address clearly visible
- Fire department Knox Box unobstructed
- Exterior wall condition – new cracks or other damages
- Windows free from cracks and broken panes
- Stairs, landings and handrails in good repair and fastened securely
- Irrigation covers in place
- Exterior lights
- Parking lot

Flint Hills Area Transportation Agency
Advertising Policy

Consumers read and remember interior bus advertising. While riding, passengers have a chance to read your ads. You will be reaching a diverse audience, including students, parents, seniors and more.

Flint Hills aTa has 22 vehicles in our fleet. These vehicles will travel over 500,000 miles in 2015, throughout Manhattan-Riley County, Junction City-Geary County, and Fort Riley. Last year we transported over 367,000 rides. Currently, we average over 1,200 rides a day.

All content and designs are subject to approval by Flint Hills aTa prior to printing.

We have the right to refuse any advertisement.

The aTa Bus Director will be responsible for approving all paid advertisements. In the absence of the aTa Bus Director, the aTa Bus Director will designate a staff person to handle this task. Scheduling of the utilization of the available space will be left to the discretion of Flint Hills aTa.

The advertiser agrees to pay for the cost of printing.

Advertising space will be used for commercial purposes only, i.e. proposing the payment of money in exchange for a commodity, service, or event.

All ads placed on aTa Bus transit vehicles shall reflect the best interests of Flint Hills aTa.

Flint Hills aTa WILL NOT DISPLAY ANY ADS THAT:

- Are obscene, libelous, or misleading
- Promote the sale of alcohol and tobacco products
- Depicts violence and or anti-social behavior
- Relates to any sexual activity
- Contains any political campaigns, viewpoints or endorsements
- Contains any religious, viewpoints or endorsements

1. Advertisers will be invoiced monthly. Payment is due the first day of the month in which the space is rented. aTa Bus may remove the sign from buses/minivans should invoices become overdue or remain unpaid.
2. Bus card specifications: 11''x 17'' landscape, any printing within one inch of the edge will be covered by the racks or other devices that hold the bus cards in place, cardstock shall be at least 5 ply cardstock (standard card stock is acceptable). All bus cards shall be laminated.
3. We suggest a minimum font size of 38 point; remember that most riders will be reading your sign from about six feet away or more.
4. Delivery: All printed material must be delivered to the aTa Bus office at 5815 Marlatt Avenue Manhattan, KS 66503 at least one week prior to the start date of the advertisement.
5. Placement: Exact placement position of the ad within the vehicles cannot be guaranteed.
6. Advertising inside of our mini-vans is also available.
7. Minivan cards should measure 8 1/2'' x 11'' specifications for card stock and lamination of card are the same as for the bus cards.
8. Prices:
9. Buses $10.00 per card, per bus, per month (full months only)
10. Minivans: $5.00 per card, per van, per month (full months only)
11. Prices quoted are for the 2015 calendar year and are subject to change without notice.

2015

REQUEST FOR TRANSIT ADVERTISING SPACE

Date: _____

Company: _____

Address: _____

Phone: _____ Fax: _____

E-mail:_____

Account Number: _____

Number of Buses: _____

Number of Minivans: _____

Advertisement Description	Start	End	#of Full months	Rate
				$
				$
				$

Total: $_____

Will you pick up your bus/minivan cards after they are removed from the transit vehicles? ☐ Yes* ☐ No

**cards not picked up within 2 weeks of e-mail notification will be discarded*

Signature: _____ Date: _____

We will send a confirmation to the e-mail address listed above.